

SAN BERNARDINO COUNTY



CALIFORNIA



2001

OCCUPATIONAL OUTLOOK

# San Bernardino County Occupational Outlook

*A product of*

**The California Cooperative Occupational Information System**

*The California Cooperative*



**Occupational Information System**

*Sponsored by*

***WORKFORCE INVESTMENT BOARD  
OF SAN BERNARDINO COUNTY***

**The State of California Employment Development Department**

**Labor Market Division**

**<http://www.calmis.ca.gov>**

*and*

**The California Career Resources Network  
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**The California Occupational Information Coordinating Committee  
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2001

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*Director, Jobs and Employment Services Department*

2001

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**Deborah Dukes**

*Project Coordinator*

## **For additional copies:**

County of San Bernardino Jobs and Employment Services  
1075 South Mt. Vernon Avenue  
Colton, CA 92324  
(909) 872-1524

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# Introduction

Welcome to the 2001 Occupational Outlook Report for San Bernardino County. This annual publication contains information based upon confidential surveys of employers within San Bernardino County. The data in this publication has been gathered, analyzed and is distributed with the intention of adding value for a variety of end users. Some of the most important uses are listed below.

- ❖ **Career Decisions:** Job seekers and career counselors can use the information provided in the Occupational Profiles to make informed educational, occupational and job search choices.
- ❖ **Human Resources Management:** From small business owners to large corporate Human Resource Managers can use this report to help determine competitive compensation packages, improve recruitment methods and assess the availability of qualified workers for business relocation or expansion purposes.
- ❖ **Curriculum Design:** Training and workforce development professionals can evaluate their training programs based on current and projected occupational requirements and growth.
- ❖ **Program Planning:** This report provides local planners and administrators with employment, training and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve and eliminate programs or to plan new programs.

# Project Methodology

The California Cooperative Occupational Information System (CCOIS) is a statewide program. Economic Development Department's Labor Market Information Division (LMID) administers the program at the state level and contracts annually with 33 local organizations, referred to as Local Partners (LPs) to conduct the individual surveys. Local Partners are usually a local Workforce Investment Board (WIB) or other local government entity.

## **Occupation Forecasts:**

LMID develops Occupational Forecast Tables specifically for San Bernardino County. The tables show estimated employment by occupation for the base year 1997 and the forecasted year of 2004. These forecasts include new openings, separations and occupational distribution by industry.

## **Occupational Selection Criteria:**

A preliminary list of occupations is developed. The list is reviewed by representatives of community-based vocational training programs, educational institutions, organized labor, economic development organizations and the San Bernardino County Jobs and Employment Services Department (JESD). Based upon the input of these organizations, some occupations are eliminated and others are added.

JESD of San Bernardino County applied the following criteria to narrow the list of possible occupations for the survey of 25:

- ❖ The occupation should have a substantial employment base in the county.
- ❖ There should be a substantial number of projected job openings in the county.
- ❖ The occupation should appear to have substantial potential for earning capacity.
- ❖ The training time required for the occupation should be two years or less, allowing for some exceptions based on the strength of the other criteria.
- ❖ If there are fluctuations in the labor market, or if an emerging technology is believed to be impacting skill requirements, an occupation could be included.

After the list of 25 occupations is finalized, each occupation is clearly defined and appropriate OES titles and codes are assigned.

## **Survey Sample Selection:**

After the occupations are selected, defined and the OES titles assigned, LMID develops a confidential employer sample for each occupation. One consideration in drawing up the employer sample is the pattern of distribution of industries in which the occupation could be found. The Standard Industrial Classification manual classifies industries. There are 97 major industry groups in ten industry divisions: Agriculture, Forestry and Fishing (01-09); Mining (10-14); Construction (15-17); Manufacturing (20-30); Transportation, Communications, Electric, Gas and Sanitary Services (40-49); Wholesale Trade (50-51); Retail Trade (52-59); Finance, Insurance and Real Estate (60-67); Services (70-89); and Public Administration (91-97).

LMID staff, using their vast employer database and knowledge of occupational staffing patterns within industries, creates a representative sample of employers for each of the occupations. For example, the staffing pattern for a Medical Assistant can be found in Health Services, Major Group 80, so the employer sample for this occupation would consist mainly of employers in that group. Thus, occupations whose industry stuffing's are broad, such as Word Processor, will have an employer sample consisting of employers in many industries.

This industrial distribution is considered for each occupation when establishing the sample of employers that would be contacted for participation in the completion of the questionnaire. For example, if 20% of San Bernardino County workers in an occupation were found in a specific industry, then 20% of the sample is drawn from that industry.

The sample is carefully reviewed, and employers are called to verify company name, address, confirm the existence of the occupation at the company and obtain the name of a contact person.



# Project Methodology

## Questionnaire:

A two-page employer survey questionnaire with a list of standardized questions is prepared for each survey occupation. Refer to the table of contents for a sample questionnaire.

## Survey Procedures:

Employers are contacted by phone or mail and asked to participate in the survey, by fax, mail, or phone. The appropriated survey respondent, who is generally a person responsible for the hiring of personnel, is asked to fill out the survey. Completed questionnaires are reviewed and checked for consistency and completeness. Follow-up calls are made to complete and/or clarify data received. Completed surveys deemed usable for the study are then entered into the CCOIS database and the CCOIS coordinator and EDD/LMID run data tabulations. The CCOIS coordinator analyzes the data and prepares the occupational profiles. The report is distributed to schools, career centers, libraries, employment and training agencies, participating employers and training providers. **Specific employer information is considered confidential and no occupational information published on paper or in any electronic format will identify an individual firm.**

## Occupational Title and Job Description:

The occupational titles and definitions are taken directly from the Occupational Employment Statistics (OES) dictionary published by the Bureau of Labor Statistics, May 1992. The job duties and requirements in the OES occupations are broader and more general than those occupations contained in the Dictionary of Occupational Titles (DOT). Occupational summaries list all the DOT codes that are included in the broader OES job title. The CCOIS program prefers to study OES occupations because it is easier to gather valid and reliable data using broader defined job duties. However, this report contains some non-OES occupations using a nine-digit code number compared to the normal six digits for OES. Non-OES occupation descriptions may vary slightly from DOT definitions and prior publications. Alternative Occupational Titles are listed in the 1999 and 2000 Occupational Summaries.

**Wages** — Included in this report are those paid by the employers participating in the survey for employees at three levels of experience: **New Hires, No Experience; New Hires, With Experience; 3+Years Experience With Firm.**

- ❖ **New Hires, No Experience**

Person trained or otherwise qualified but with no paid experience in the occupation.

- ❖ **New Hires, With Experience**

Experienced person, or person at the journey level (if applicable) but just starting with the firm.

- ❖ **3+Years Experience With Firm**

Person at the journey level (if applicable) or at least three years of experience with the employer in the occupation.

The 2000 and 2001 Occupational Outlook wage range and median data eliminated outliers, or extreme wages, that are more than 1.96 times the standard deviation away from the average. Therefore, the range is intended to include approximately 95% of the responses. Union and nonunion wages are reported separately only when union employment represents 20 to 80 percent of all wage data for that occupation. Wage information contained in the 1999 and 2000 Occupations reflect a minimum wage of \$5.75 per hour. Wage information for the 2001 Occupations reflect a minimum wage of \$6.75 per hour. **The wages in this report are not intended to represent prevailing wages.**

**Benefits** — The information in this section of the summaries include: medical insurance, dental insurance, vision insurance, paid sick leave, paid vacation, retirement, child care and other. The 2000 and 2001 surveys whether the employer pays for all of the costs of each benefit, if the employee shares some or all of the cost, or if no benefits are provided at all. The benefits information for each occupation are only from those employers responding to each benefit question; therefore percentages for full-time or part-time categories may not always total 100%.

**Work Patterns** — This section is titled Other Information in the 1999 and 2000 Occupation Outlooks. Information shows the percentage of employees that work full-time, part-time, temporary/on-call, or seasonal, average number of hours worked per week, the shifts available, and the percentage of males and females employed. Some employees work less than 40 hours per week and are considered full-time workers by their employers.

# Project Methodology

**Employment Size** — This section refers to the number of persons estimated to be employed in that occupation in San Bernardino County and is shown as a range. The 1999 and 2000 Occupational Outlooks also include a narrative to describe the size relative to the total nonagricultural employment in San Bernardino County.

The following terms are used to describe estimated occupational size. The 2000 annual average Wage and Salary Employment total of 541,200 was used to compute size.

- ❖ **Small** . . . . . Less than 812 employed, less than .15 percent of total employment
- ❖ **Medium** . . . . . 812 and up to but not including 1,624 employed, .15 percent and up to but not including .30 percent
- ❖ **Large** . . . . . 1,624 and up to but not including 3,518 employed, .30 percent and up to but not including .65 percent of total employment
- ❖ **Very Large** . . . . 3,518 and above employed, .65 percent and above

Employers were asked if their employment levels in the occupation surveyed, Declined, Remained Stable, or Grew, during the past year. Employers were also asked to project their occupational employment levels over the next two years. The percentages of employer responses are shown in a Matrix Box.

**Employment Trends** — The average growth rate in San Bernardino County is 21.1%. The following terms describe the relative rate of growth of each occupation to the county average.

- ❖ **Much-Faster than Average** . . . . . 1.50 times average or more
- ❖ **Faster than Average** . . . . . 1.10 to but not including 1.50 times average
- ❖ **Average** . . . . . .9 to but not including 1.10 times average
- ❖ **Slower than Average** . . . . . .1 to but not including .0 times average
- ❖ **No Significant Change or Remain Stable** . . . . -0.10 to but not including 0.10 times average
- ❖ **Slow Decline** . . . . . Less than -0.10 times average

**Supply and Demand** — Reflects the level of difficulty San Bernardino County employers said they experience finding qualified applicants to fill vacancies within an occupation. From the job seekers' perspective, it also refers to the level of opportunity (competitiveness) for the applicant who is or would like to become part of this job market. The following terms were used in the 2000 and 2001 Occupational Outlooks and the terms Very, Moderately, and Not were used in a Matrix Box.

- ❖ **Very Difficult** . . . . . Employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.
- ❖ **Moderately Difficult** . . . . Employer demand is somewhat greater than the supply of experienced and qualified applicants. Employers may have some difficulty finding experienced and qualified applicants at times, and applicants may find little competition in their job search.
- ❖ **Not Difficult** . . . . . Supply of qualified applicants is considerably greater than the demand, creating a very competitive job market for applicants.

# Project Methodology

The following terms were used in the 1999 Occupational Outlook and the terms Very, Somewhat, A Little and Not were used in a Matrix Box

- ❖ **Very Difficult** . . . . . Employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.
- ❖ **Moderately Difficult** . . . . . Employer demand is somewhat greater than the supply of experienced and qualified applicants. Employers may have some difficulty finding experienced and qualified applicants at times.
- ❖ **A Little Difficult** . . . . . Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.
- ❖ **Not Difficult** . . . . . Supply of qualified applicants is considerably greater than the demand, creating a very competitive job market for applicants.

**Education** — This section identifies the minimum level of formal education employers require when hiring a candidate into the occupation. These levels are categorized as follows: Less than High School, High School or Equivalent, Associate Degree (2 year), Bachelor Degree (4 year) and Graduate Study. The 1999 Occupational Outlook shows what level of formal education most recently hired employees in the occupation attained.

**Recruitment Methods** — This section contains the most successful recruitment methods used by surveyed employers for recruiting personnel to an occupation. The 2000 and 2001 survey questionnaires asked employers for the top three most successful recruitment methods, whereas the 1999 survey asked for which methods are primarily used for recruitment.

**Training and Experience** — This section displays the percentage of employers who require or prefer new hires to have prior experience or training in the occupation. The percentage of employers who accept other occupational experience, or training in lieu of experience, is also provided.

**Available Training** — When available, training providers offering programs related to the occupation are listed. The Employment Development Department (EDD) does not endorse the schools listed in the California Training and Education Provider (CTEP). **Training Programs may change frequently and it is recommended that the schools be contacted to verify the information listed.**

# Summary Highlights

The following are summarized highlights of the results of the information reported by the employers who responded to the 2001 California Cooperative Occupational Information System survey of the 24 occupations in San Bernardino County. One occupation chosen for survey did not receive sufficient data to publish.

- ❖ Responses were received from 377 employers, representing a total of 8,831 employees in the occupations studied.
- ❖ Employers surveyed indicated that they hired 411 employees for positions that were created from growth.

## SUPPLY AND DEMAND

The demand was equal to supply for both experienced and inexperienced applicants for almost all of the occupations studied.

Occupations which employers said they have a VERY DIFFICULT time finding experienced applicants:

- ✧ Veterinary Assistants
- ✧ Sewing Machine Operators – Nongarmet

Occupations which employers said they have a VERY DIFFICULT time finding inexperienced applicants:

- ✧ General Managers and Top Executives
- ✧ Human Services Workers

Occupation which employers said they have a NOT DIFFICULT time finding both experienced and inexperienced applicants:

- ✧ Instructional Aides

Occupation which employers said they have a NOT DIFFICULT time finding only inexperienced applicants:

- ✧ Hand Packers and Packagers

## SIZE AND TRENDS

- ❖ 22% of employers surveyed reported growth in their employment levels during the past year while 17% expected growth over the next two years.
- ❖ 69% of employers surveyed reported stable employment levels during the past year while 79% expect stable employment levels over the next two years.
- ❖ 9% of employers surveyed reported declines in employment levels during the past year while 4% expect declines over the next two years.

# Summary Highlights

- ❖ Top four occupations with the highest percentage of employers reporting growth during the past year and expecting growth to continue over the next two years include:
  - ◇ Forklift Operators (27%)
  - ◇ Laborers, Landscaping and Groundskeeping (27%)
  - ◇ Teachers – Secondary School (27%)
  - ◇ Automotive Mechanics (20%)
  
- ❖ Top five occupations with the highest percentage of employers that reported stable employment levels during the past year who are now expecting growth in employment levels over the next two years include:
  - ◇ Computer Support Specialists (20%)
  - ◇ Teachers – Secondary School (20%)
  - ◇ Veterinary Assistants (13%)
  - ◇ Laborers, Landscaping and Groundskeeping (13%)
  - ◇ Human Services Workers (13%)
  
- ❖ Only two occupations where employers said employment levels declined during the last year and are expected to continue to decline over the next two years:
  - ◇ Instructional Aides (13%)
  - ◇ Teachers – Secondary School (13%)

## RECRUITMENT

Employers said the most successful recruitment methods were:

- ❖ Walk-in Applicants
- ❖ Employee Referrals
- ❖ Newspaper Ads
- ❖ In-House Promotions or Transfers

# Occupations Studied in 2001

Automotive Body and Related Repairers  
Automotive Mechanics  
Bill and Account Collectors  
Combination Machine Tool Operators and Tenders  
Combination Machine Tool Setters and Set-up Operators  
Computer Support Specialists  
Counter and Rental Clerks  
Forklift Operators  
General Managers and Top Executives  
Hand Packers and Packagers  
Heating, Air Conditioning & Refrigeration Mechanics  
Helpers – Painters, Paperhangers, Plasterers & Stucco Masons  
Human Services Workers  
Instructional Aides  
Laborers – Landscaping and Groundskeeping  
Numerical-Control Machine-Tool Operators & Tenders-Metal & Plastic  
Order Clerks – Materials, Merchandise and Service  
Order Fillers – Wholesale and Retail Sales  
Production, Planning and Expediting Clerks  
Secretaries (except Legal and Medical)  
Sewing Machine Operators (nongarment)  
Teachers – Secondary School  
Veterinary Assistants  
Weighers, Measurers, Checkers and Samplers – Recordkeeping



## Description

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass.



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$6.25 - \$10.80	\$10.47
New Hires, Experienced	\$7.00 - \$12.00	\$10.00
Experienced, After 3 Years with Firm	\$8.50 - \$23.97	\$15.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All	Share the Cost	Employee Pays All	Not Provided
insurance	Medical	20%	20%	7%	53%
	Dental	0%	13%	13%	73%
	Vision	0%	20%	7%	73%
	Life	13%	7%	7%	73%
other benefits	Sick Leave	40%	0%	0%	60%
	Vacation	67%	0%	0%	33%
	Retirement	7%	20%	0%	73%
	Child Care	0%	0%	0%	100%



## Work Patterns

Of responding firms:

- Full-time 100%, average of 40 hours per week.
- Shifts: Day 100%
- 1% of the employees are female, 99% are male.

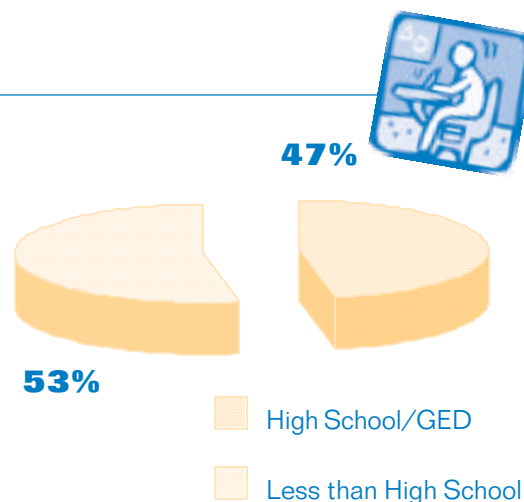


## Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation: 1,050-1,320 (Medium)

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 25.7%. This rate is faster than the average County rate of 21.1%. Estimated job openings 510.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	73%	20%
Projected Over the Next 2 Years	7%	73%	20%



## Training and Experience

Total employees hired the last 12 months: 39

Resulting from:

- Employees leaving: 69%
- Promotions: 8%
- New positions: 23%

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	80%	20%	0%
Other Occupational Experience Accepted	17%	83%	0%
Technical or Vocational Training Required	13%	87%	0%
Training in Lieu of Experience	25%	75%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	Physical Skills
Ability to apply various painting techniques.	Ability to lift 70lbs. repeatedly.
Ability to install vehicle glass.	



## Local Training Providers

Snowline Regional Occupational Program	Phelan
Needles Regional Occupational Program	Needles
Bear Valley Regional Occupational Program	Big Bear
Apple Valley Regional Occupational Program	Apple Valley
San Bernardino Valley College	San Bernardino
Barstow Community College	Barstow
Victor Valley College	Victorville
San Bernardino Adult Education	San Bernardino
Colton-Redlands-Yucaipa Regional Occupational Program	Redlands

**San Bernardino County CCOIS**

2001





## Description

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-End Mechanics.



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$7.00 - \$7.00	\$7.00
New Hires, Experienced	\$7.78 - \$18.50	\$14.00
Experienced, After 3 Years with Firm	\$8.89 - \$27.00	\$19.00

Of the firms responding, 100% were non-union.

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	50%	0%	33%	0%	0%	0%	17%	0%
	Dental	44%	0%	17%	0%	6%	0%	33%	0%
	Vision	6%	0%	11%	0%	6%	0%	78%	0%
	Life	22%	0%	11%	0%	0%	0%	67%	0%
other benefits	Sick Leave	50%	0%	0%	0%	0%	0%	50%	0%
	Vacation	94%	0%	0%	0%	0%	0%	6%	0%
	Retirement	28%	0%	22%	0%	0%	0%	50%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Holiday Pay	6%	0%	0%	0%	0%	0%	0%	0%



## Work Patterns

Of Responding Firms:

- Full-time 100%, average of 40 hours per week.
- Shifts: Day 100%
- 100% are male.



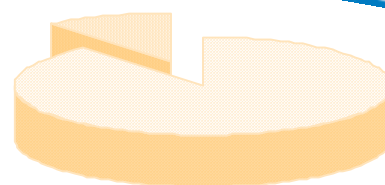
## Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads

education

11%



89%

- High School
- Less than High School



## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation: 2,460-2,970 (Large)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 20.7%. This rate is slower than the average County rate of 21.1%.
- Estimated job openings 980.

Total employees hired the last 12 months: 35  
Resulting from:

- Employees leaving: 40%
- Promotions: 6%
- New positions: 54%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	67%	33%
Projected Over the Next 2 Years	0%	78%	22%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	89%	0%	11%
Other Occupational Experience Accepted	6%	94%	0%
Technical or Vocational Training Required	18%	76%	6%
Training in Lieu of Experience	6%	94%	0%



## Skills and Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

Technical Skills	
Ability to operate electronic automotive diagnostic equipment.	Ability to repair brakes.
Ability to repair carburetors.	Ability to repair air conditioners.
Ability to repair emission controls.	Ability to repair fuel injection systems.
Ability to work independently.	



## Local Training Providers

Morongo Unified School District . . . . Palms  
 Colton Redlands Yucaipa ROP . . . . . Redlands  
 San Bernardino Valley College . . . . . Redlands  
 Universal Technical Institute . . . . . Rancho Cucamonga  
 Institute of Automotive Technology . . San Bernardino  
 College of the Desert Copper Mtn . . Joshua Tree  
 Career College of America . . . . . San Bernardino

Universal Training Ctr . . . . . Highland  
 Chaffey Community College . . . . . Cucamonga  
 Barstow Community College . . . . . Barstow  
 Barstow USD . . . . . Barstow  
 Victor Valley College . . . . . Victorville  
 San Bernardino Adult . . . . . San Bernardino  
 Chino Valley Adult . . . . . Chino



## Description

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account, sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection and keeping records of collection and status accounts.



## Wages and Benefits

Some firms pay bonus.

Experience		Range		Median					
New Hires, No Experience		\$6.50 - \$13.90		\$7.50					
New Hires, Experienced		\$7.00 - \$16.50		\$9.00					
Experienced, After 3 Years with Firm		\$7.00 - \$19.18		\$11.00					
Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	53%	7%	27%	0%	0%	0%	13%	13%
	Dental	47%	0%	13%	0%	7%	0%	27%	20%
	Vision	40%	0%	13%	0%	7%	0%	33%	20%
	Life	47%	7%	20%	0%	7%	0%	20%	13%
other benefits	Sick Leave	87%	7%	0%	0%	0%	0%	7%	13%
	Vacation	93%	13%	0%	0%	0%	0%	0%	7%
	Retirement	27%	0%	40%	0%	0%	0%	27%	20%
	Child Care	0%	0%	0%	0%	0%	0%	93%	20%

Of the firms responding 100% were non-union.



## Work Patterns

Of responding firms:

- Full-time 93%, average of 40 hours per week.
- Part-time 7%, average of 24 hours per week.
- Shifts: Day 100%.
- 77% of the employees are female, 23% are male.

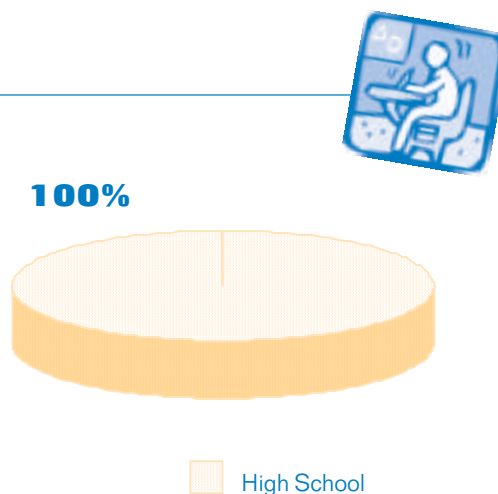


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In-Applicants
- Newspaper Ads
- Employee Referrals
- Private Employment Agencies

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation: 1,050-1,270 (Medium)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 21.0. This rate is about the same as the average County rate of 21.1%.
- Estimated job openings 430.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	60%	33%
Projected Over the Next 2 Years	0%	93%	7%

Total employees hired the last 12 months: 19

Resulting from:

- Employees leaving: 39%
- New positions: 56%
- Temporary 6%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	60%	33%	7%
Other Occupational Experience Accepted	33%	67%	0%
Technical or Vocational Training Required	7%	93%	0%
Training in Lieu of Experience	10%	90%	0%



## Skills and Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

Ability to interview others for information.	Ability to follow billing procedures.
Oral communication skills.	Public contact skills.
Knowledge of collection laws and regulations.	



## Local Training Providers

BMR Training Centers . . . . . Victorville  
 Snowline ROP . . . . . Phelan  
 Victor Valley ROP . . . . . Victorville  
 CSU, Extended Learning . . . . . San Bernardino  
 Somos Hermanas Unidas  
 Business & Education . . . . . Colton

Universal Training Center . . . . . Highland  
 Somos Hermanas Unidas  
 Business & Education . . . . . Redlands  
 Colton-Redlands-Yucaipa ROP . . . . . Redlands  
 San Bernardino County ROP . . . . . San Bernardino



## Description

Combination Machine Tool Operators and Tenders – Metal and Plastic operate or tend more than one type of cutting or forming machine tool which has been previously set up, such as band saws, press brakes, slitting machines, drills, lathes, and boring machines.



## Wages and Benefits

All employers combined

Experience	Range	Median
New Hires, No Experience	\$6.25 - \$8.50	\$7.00
New Hires, Experienced	\$6.74 - \$14.00	\$8.00
Experienced, After 3 Years with Firm	\$7.50 - \$16.00	\$11.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	67%	0%	20%	0%	0%	0%	33%	7%
	Dental	53%	0%	27%	0%	0%	0%	20%	7%
	Vision	27%	0%	7%	0%	7%	0%	60%	7%
	Life	53%	0%	7%	0%	7%	0%	33%	7%
other benefits	Sick Leave	27%	0%	0%	0%	7%	0%	67%	7%
	Vacation	100%	7%	0%	0%	0%	0%	0%	7%
	Retirement	7%	0%	20%	0%	20%	0%	53%	7%
	Child Care	0%	0%	0%	0%	0%	0%	100%	7%
	Profit Sharing	7%	0%	0%	0%	0%	0%	0%	0%



## Work Patterns

Of responding firms:

- Full-time 99%, average of 41 hours per week. Part-time 1%, average of 20 hours per week.
- Shifts: Day 100%, swing 33%, graveyard 7%.
- 32% of the employees are female, 68% are male.

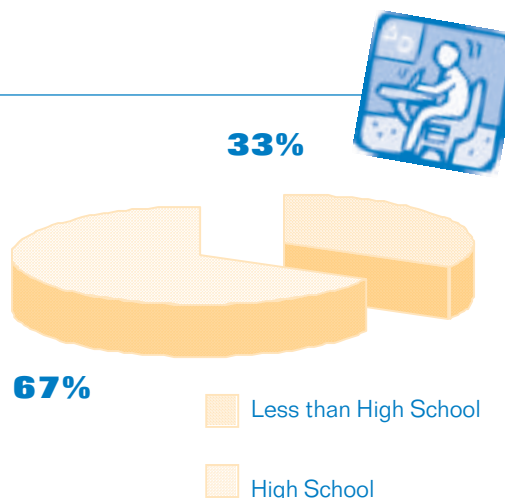


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Employee Referrals

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation: 140-210 (Small)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 50.0%. This rate is faster than the average County rate of 21.1%.
- Estimated job openings 100.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	27%	60%	13%
Projected Over the Next 2 Years	7%	86%	7%

Total employees hired the last 12 months: 25  
Resulting from:

- Employees leaving: 56%
- Promotions: 20%
- New positions: 24%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	47%	40%	13%
Other Occupational Experience Accepted	38%	63%	0%
Technical or Vocational Training Required	7%	86%	7%
Training in Lieu of Experience	22%	78%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	
Ability to operate precision measuring instruments.	Ability to follow safe equipment operating practices.
Ability to read and follow directions.	Shop math skills.



## Local Training Providers

Colton Redlands Yucaipa ROP . . . . . Redlands



## Description

Combination Machine Tool Setters and Set-up Operators – Metal and Plastic set up and operate more than one type of cutting or forming machine tool, such as gear hobbers, lathes, press brakes, shearing, and boring machines.



## Wages and Benefits

All Employers Combined

Experience				Range		Median		Union wages may be higher than non-union wages.  Of the firms responding 94% were non-union and 6% were union.	
New Hires, No Experience				\$7.00 - \$7.00		\$7.00			
New Hires, Experienced				\$7.00 - \$15.00		\$9.00			
Experienced, After 3 Years with Firm				\$9.00 - \$17.00		\$12.00			
Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	63%	0%	25%	0%	0%	6%	13%	0%
	Dental	50%	0%	25%	0%	6%	6%	19%	0%
	Vision	19%	0%	6%	0%	13%	6%	63%	0%
	Life	50%	0%	13%	0%	6%	6%	31%	0%
other benefits	Sick Leave	38%	0%	0%	0%	0%	0%	63%	6%
	Vacation	100%	0%	0%	0%	0%	0%	0%	6%
	Retirement	0%	0%	44%	0%	6%	7%	50%	6%
	Child Care	0%	0%	0%	0%	0%	0%	100%	6%
	Profit Sharing	6%	0%	0%	0%	0%	0%	6%	0%



## Work Patterns

Of responding firms:

- Full-time 99%, average of 41 hours per week.
- Part-time 1%, average of 25 hours per week.
- Shifts: Day 100%, swing 38%, graveyard 6%.
- 4% of the employees are female, 96% are male.

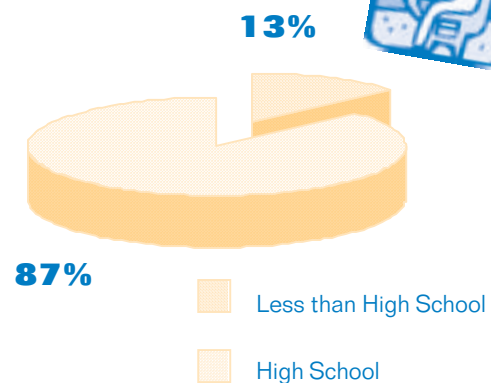


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Employee Referrals

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation: 230-350 (Small)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 52.2%.
- This rate is faster than the average County rate of 21.1%.
- Estimated job openings 170.

Total employees hired the last 12 months: 28

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	19%	62%	19%
Projected Over the Next 2 Years	19%	68%	13%

- Resulting from:
- Employees leaving: 68%
- Promotions: 14%
- New positions: 18%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	81%	6%	13%
Other Occupational Experience Accepted	43%	57%	0%
Technical or Vocational Training Required	0%	87%	13%
Training in Lieu of Experience	20%	80%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	
Ability to set up machines.	Ability to follow safe equipment operating practices.
Ability to read and follow directions.	Possession of mechanical aptitude.
Shop math skills.	



## Local Training Providers

San Bernardino Valley College . . . San Bernardino International Technical College . . . . . Montclair  
Rands System, Inc. . . . . San Bernardino Fontana Unified School Dist. . . . . Fontana





## Description

Computer Support Specialists provide technical assistance and training to computer system users, investigate and resolve computer software and hardware problems of users. They answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail and operating systems.



## Wages and Benefits

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	*N/A	\$10.00 - \$15.00	*N/A	\$14.38
New Hires, Experienced	\$11.99 - \$18.22	\$9.59 - \$21.58	\$15.65	\$15.00
Experienced, After 3 Years with Firm	\$14.38 - \$20.78	\$11.99 - \$30.00	\$18.75	\$18.36

\*Insufficient data. Of the firms responding 40% were union and 60% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	80%	0%	13%	0%	0%	0%	7%	0%
	Dental	87%	0%	7%	0%	0%	0%	7%	0%
	Vision	80%	0%	7%	0%	0%	0%	13%	0%
	Life	93%	0%	0%	0%	0%	0%	7%	0%
other benefits	Sick Leave	93%	0%	0%	0%	0%	0%	7%	0%
	Vacation	93%	0%	0%	0%	0%	0%	7%	0%
	Retirement	60%	0%	20%	0%	0%	0%	13%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Other	13%	0%					7%	



## Work Patterns

Of responding firms:

- Full-time 100%, average of 40 hours per week.
- Shifts: Day 100%
- 11% of the employees are female, 89% are male.

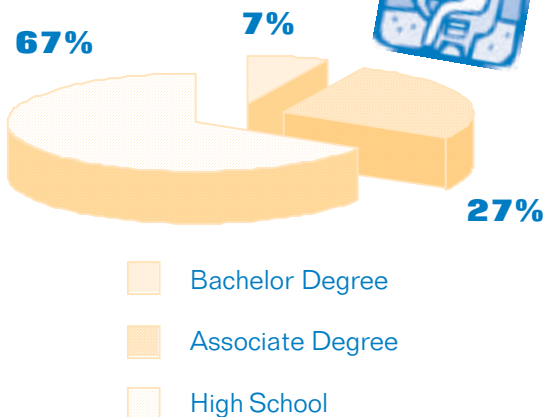


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- In-House Promotion or Transfer
- Internet

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation: 720-1,160 (Medium)

Total employees hired the last 12 months: 8

Resulting from:

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 61.1%.  
This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 480.
- Employees leaving: 63%
- Promotions: 25%
- New Positions: 13%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	86%	7%
Projected Over the Next 2 Years	0%	71%	29%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	80%	0%	20%
Other Occupational Experience Accepted	13%	87%	0%
Technical or Vocational Training Required	20%	73%	7%
Training in Lieu of Experience	20%	80%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	
Ability to use operating manuals.	Knowledge of microcomputer hardware and operating systems
Knowledge of software applications.	Understanding networking systems.
Ability to provide technical assistance to system users.	Trouble shooting skills



## Local Training Providers

BMR Training Centers . . . . . Victorville  
 Snowline ROP . . . . . Phelan  
 Victor Valley ROP . . . . . Victorville  
 Apple Valley ROP . . . . . Apple Valley  
 Park College . . . . . Barstow

Somos Hermanas Unidas Business & Education . . . . . Colton  
 Somos Hermanas Unidas Business & Education . . . . . Redlands  
 New Horizons Computer Learning . . . . . Colton  
 American College of Health Professions . . . . . Redlands  
 University of Phoenix . . . . . Ontario



## Description

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.



## Wages and Benefits

All employers combined

Experience	Range	Median
New Hires, No Experience	\$6.72 - \$10.00	\$7.00
New Hires, Experienced	\$6.72 - \$12.00	\$7.50
Experienced, After 3 Years with Firm	\$7.00 - \$15.00	\$10.00

Of the firms responding, 40% were union and 60% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	53%	7%	27%	0%	0%	0%	13%	20%
	Dental	33%	0%	33%	7%	0%	0%	27%	20%
	Vision	33%	0%	20%	0%	0%	0%	40%	27%
	Life	47%	7%	20%	7%	0%	0%	27%	13%
other benefits	Sick Leave	53%	0%	7%	7%	0%	0%	33%	20%
	Vacation	73%	13%	7%	0%	0%	0%	13%	13%
	Retirement	33%	0%	27%	7%	0%	0%	33%	20%
	Child Care	0%	0%	0%	0%	0%	0%	93%	27%

Of the firms responding, 100% were non-union.



## Work Patterns

Of responding firms:

- Full-time 74%, average 40 hours per week.  
Part-time 24%, average of 22 hours per week.  
Temporary on-call 2%, average of 18.
- Shifts: Day 100%, swing 27%.
- 47% of the employees are female, 53% are male.

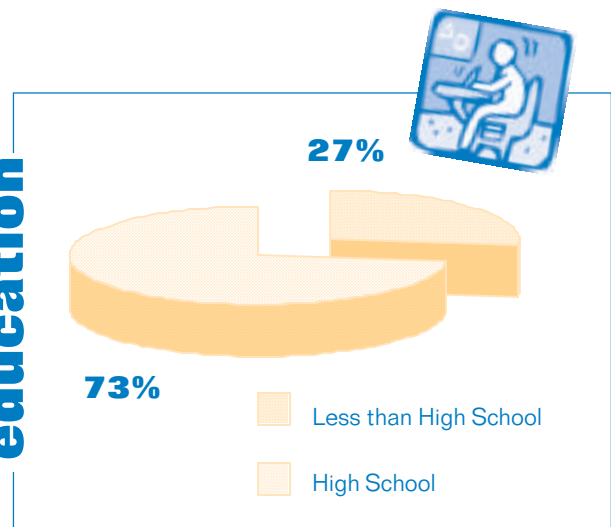


## Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- In-House Promotions or Transfers

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation 1,790-2,360 (Large)

Total employees hired the last 12 months: 25  
Resulting from:

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 31.8%. This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 1,220.
- Employees leaving: 68%
- Promotions: 4%
- New positions: 24%
- Temporary positions: 4%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	80%	20%
Projected Over the Next 2 Years	0%	93%	7%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	40%	47%	13%
Other Occupational Experience Accepted	87%	13%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	0%	100%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to operate a cash register.	Ability to use a calculator.
Basic math skills.	Customer service skills.



## Local Training Providers

Crafton Hills Community College . . . . . Yucaipa  
 San Bernardino County ROP . . . . . San Bernardino



## Description

Forklift Operators operate a forklift to push, pull, lift, stack, tier or move products, equipment, or materials in a warehouse, storage yard, or factory.



## Wages and Benefits

All employers combined. Union wages may be higher than non-union wages.

Experience	Range	Median
New Hires, No Experience	\$8.00 - \$12.05	\$11.63
New Hires, Experienced	\$7.50 - \$12.55	\$9.00
Experienced, After 3 Years with Firm	\$9.00 - \$17.00	\$10.00

Of the firms responding, 93% were non-union and 7% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	60%	0%	40%	0%	0%	0%	0%	7%
	Dental	47%	0%	33%	0%	13%	0%	7%	7%
	Vision	20%	0%	20%	0%	7%	0%	53%	7%
	Life	53%	0%	27%	0%	0%	0%	20%	7%
other benefits	Sick Leave	67%	0%	7%	0%	0%	0%	27%	7%
	Vacation	93%	0%	7%	0%	0%	0%	0%	7%
	Retirement	40%	0%	27%	0%	13%	0%	20%	7%
	Child Care	0%	0%	7%	0%	0%	0%	93%	7%
	Other	7%	0%	0%	0%	0%	0%	7%	7%



## Work Patterns

Of responding firms:

- Full-time 99%, average of 40 hours per week.
- Part-time 1%, average of 25 hours per week.
- Shifts: Day 93%, swing 33%, graveyard 20%.
- 4% of the employees are female, 96% are male.

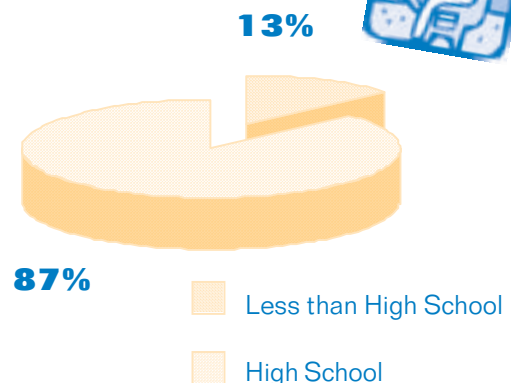


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- In-House Promotion or Transfer

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Non OES no projections available.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	47%	40%
Projected Over the Next 2 Years	7%	50%	43%

Total employees hired the last 12 months: 38

Resulting from:

- Employees leaving: 39%
- Promotions: 16 %
- New positions: 45%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	74%	13%	13%
Other Occupational Experience Accepted	62%	38%	0%
Technical or Vocational Training Required	13%	80%	7%
Training in Lieu of Experience	38%	62%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	Physical Skills
Possession of mechanical aptitude.	Good eye/hand/foot coordination.
Good physical condition.	Ability to work outdoors in all weather conditions.
Good sense of balance.	Ability to tolerate noise, dust and fumes.



## Local Training Providers

Upon completion of our research of this occupation, no training providers were found in San Bernardino County.

San Bernardino County CCOIS

2001



## Description

General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives.



## Wages and Benefits

Some firms pay bonus and commission.

Experience		Range		Median	
New Hires, No Experience		\$13.21 - \$19.18		\$16.20	
New Hires, Experienced		\$8.00 - \$33.24		\$20.14	
Experienced, After 3 Years with Firm		\$8.89 - \$39.12		\$23.78	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	40%	0%	47%	0%	13%	0%	0%	0%
	Dental	47%	0%	47%	0%	7%	0%	0%	0%
	Vision	47%	0%	20%	0%	13%	0%	20%	0%
	Life	60%	0%	20%	0%	20%	0%	0%	0%
other benefits	Sick Leave	73%	0%	7%	0%	7%	0%	13%	0%
	Vacation	87%	0%	7%	0%	7%	0%	0%	0%
	Retirement	27%	0%	40%	0%	27%	0%	7%	0%
	Child Care	0%	0%	0%	0%	7%	0%	93%	0%

Of the firms responding, 100% were non-union.



## Work Patterns

Of responding firms:

- Full-time 100%, average of 46 hours per week.
- Shifts: Day 100%, swing 40%, graveyard 7%, on-call 7%.
- 28% of the employees are female, 72% are male.

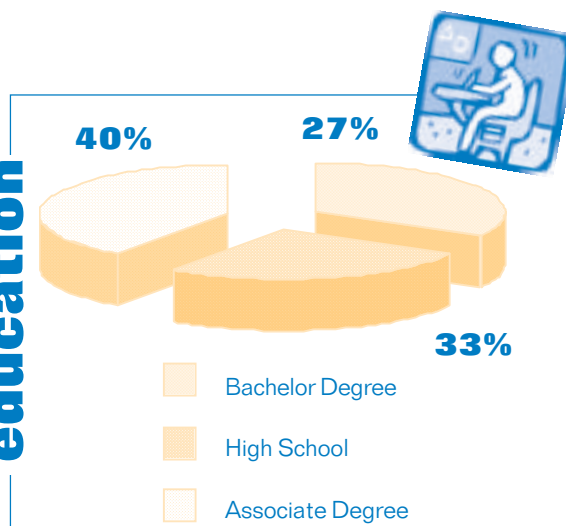


## Recruitment Methods

Most successful methods of recruitment:

- In-House Promotion or Transfer
- Trade Journals
- Private Employment Agencies
- Internet

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



## Size and Trends

Size of Occupation 10,460-12,660 (Very Large)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 21.0%. This rate is about the same as the average County rate of 21.1%.
- Estimated job openings 3,550.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	80%	13%
Projected Over the Next 2 Years	0%	93%	7%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	86%	7%	7%
Other Occupational Experience Accepted	75%	25%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	0%	100%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to interpret data.	Ability to manage an activity or department.
Ability to write effectively.	Oral communication skills.



## Local Training Providers

National University . . . . . Twentynine Palms  
 California State University, Extended Learning . . . . . San Bernardino  
 Universal Training Center . . . . . Highland  
 University of Phoenix-Southern . . . . . Ontario  
 Victor Valley College . . . . . Victorville  
 Colton-Redlands-Yucaipa ROP . . . . . Redlands





## Description

Hand Packers and Packers pack or package by hand a wide variety of products and materials.



## Wages and Benefits

Experience				Range		Median		Of the firms responding, 100% were non-union.	
New Hires, No Experience				\$6.25 - \$7.50		\$7.00			
New Hires, Experienced				\$6.25 - \$8.00		\$7.00			
Experienced, After 3 Years with Firm				\$7.00 - \$10.00		\$8.00			
Employer Pays All				Share the Cost		Employee Pays All		Not Provided	
Benefits				Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	40%	0%	33%	0%	7%	0%	20%	0%
	Dental	13%	0%	33%	0%	13%	0%	40%	0%
	Vision	20%	0%	20%	0%	7%	0%	53%	0%
	Life	40%	0%	7%	0%	7%	0%	47%	0%
other benefits	Sick Leave	53%	0%	0%	0%	0%	0%	47%	0%
	Vacation	80%	0%	0%	0%	0%	0%	20%	0%
	Retirement	7%	0%	27%	0%	7%	0%	60%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



## Work Patterns

Of responding firms:

- Full-time 85%, average of 41 hours per week. Seasonal 15%, average of 40 hours per week.
- Shifts: Day 100%, swing 27%, graveyard 20%.
- 52% of the employees are female, 48% are male.

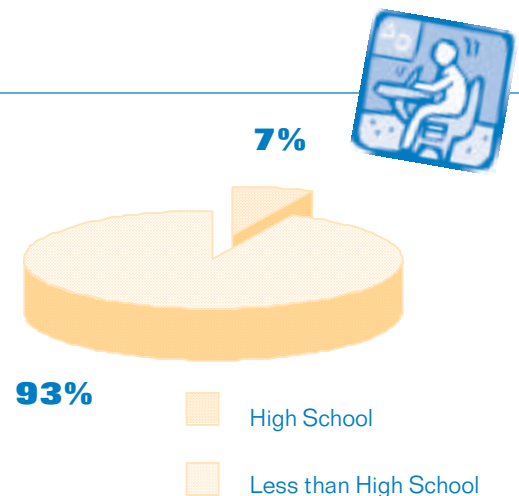


## Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- In-House Promotion or Transfer

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			
Inexperienced	X		



## Size and Trends

Size of Occupation: 4,500-6,360 (Very Large)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 41.30%. This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 2,810.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	80%	7%
Projected Over the Next 2 Years	7%	93%	0%

Total employees hired the last 12 months: 67

Resulting from:

- Employees leaving: 81%
- Promotions: 3%
- New positions: 1%
- Temporary: 15%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	0%	87%	13%
Other Occupational Experience Accepted	0%	100%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	0%	100%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to lift at least 50 lbs. repeatedly.	Ability to stand continuously for 2 or more hours.
Ability to read and follow instructions.	Good eye-hand coordination.



## Local Training Providers

Upon completion of our research of this occupation, no training providers were found in San Bernardino County.



## Description

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems.



## Wages and Benefits

All employers combined

Experience		Range		Median	
New Hires, No Experience		\$0.00 - \$0.00		\$0.00	
New Hires, Experienced		\$7.00 - \$20.00		\$7.00	
Experienced, After 3 Years with Firm		\$12.00 - \$21.00		\$19.00	

Union wages may be higher than non-union wages. Of the firms responding, 88% were non-union, 13% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	56%	0%	19%	0%	0%	0%	25%	0%
	Dental	31%	0%	13%	0%	13%	0%	44%	0%
	Vision	13%	0%	13%	0%	6%	0%	69%	0%
	Life	25%	0%	13%	0%	13%	0%	50%	0%
	Sick Leave	25%	0%	0%	0%	0%	0%	75%	0%
other benefits	Vacation	88%	0%	0%	0%	0%	0%	13%	0%
	Retirement	25%	0%	19%	0%	0%	0%	56%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



## Work Patterns

Of responding firms:

- Full-time 100%, average of 43 hours per week.
- Shifts: Day 100%
- 100% of the employees are male.

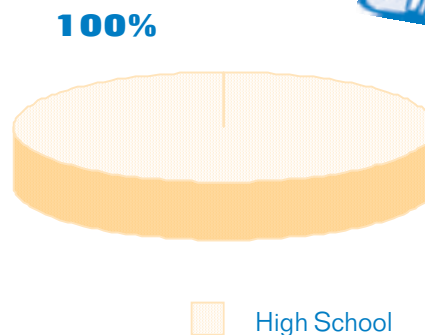


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Employee Referrals

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced*			

\* Inexperienced workers are not hired in this occupation.



## Size and Trends

Size of Occupation: 800-1,030 (Medium)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 28.7. This rate is faster than the average County rate of 21.1%.
- Estimated job openings 350

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	69%	25%
Projected Over the Next 2 Years	6%	81%	13%

Total employees hired the last 12 months: 29

Resulting from:

- Employees leaving: 72%
- Promotions: 7%
- New positions: 21%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	100%	0%	0%
Other Occupational Experience Accepted	13%	88%	0%
Technical or Vocational Training Required	6%	75%	19%
Training in Lieu of Experience	25%	75%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Bondable.	Oral communications skills.
Cost estimating skills.	Pipefitting skills.
Problem solving skills.	Plumbing skills.



## Local Training Providers

North American Heating & A/C Training Center . . . . . Redlands  
Colton-Redlands-Yucaipa ROP . . . . . Redlands



## Description

Painters, Paperhangers, Plasterers, and Stucco Masons' Helpers help by performing duties of lesser skill. Their duties include supplying or holding materials or tools and cleaning work area and equipment



## Wages and Benefits

All employers combined

Experience	Range	Median
New Hires, No Experience	\$6.75 - \$8.00	\$7.00
New Hires, Experienced	\$6.75 - \$8.00	\$7.00
Experienced, After 3 Years with Firm	\$8.00 - \$12.00	\$10.00

Union wages may be higher than non-union wages. Of the firms responding, 93% were non-union, 7% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	40%	0%	0%	0%	0%	0%	60%	0%
	Dental	27%	0%	0%	0%	0%	0%	73%	0%
	Vision	7%	0%	0%	0%	0%	0%	93%	0%
	Life	27%	0%	0%	0%	0%	0%	73%	0%
other benefits	Sick Leave	33%	0%	0%	0%	0%	0%	67%	0%
	Vacation	80%	0%	0%	0%	0%	0%	20%	0%
	Retirement	7%	0%	0%	0%	0%	0%	93%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



## Work Patterns

Of responding firms:

- Full-time 100%, average of 41 hours per week.
- Shifts: Day 100%
- 2% of the employees are female, 98% are male.

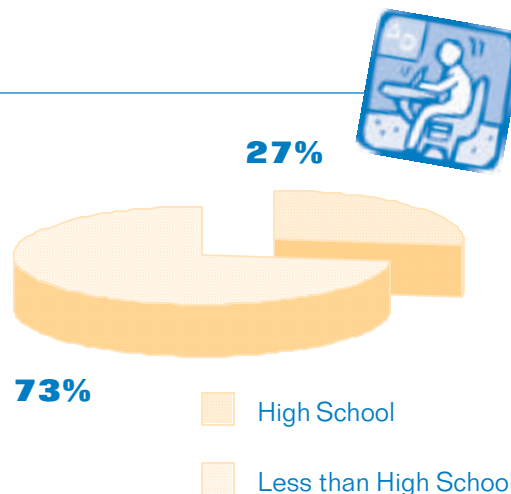


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Employee Referrals
- Newspaper Ads

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation: 300-470 (Small)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 56.7%. This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 300.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	60%	33%
Projected Over the Next 2 Years	7%	86%	7%

Total employees hired the last 12 months: 42

Resulting from:

- Employees leaving: 55%
- New positions: 45%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	33%	54%	13%
Other Occupational Experience Accepted	71%	29%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	0%	100%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Perform routine repetitive work.	Ability to exert force to push, pull, lift or carry objects.
Ability to follow directions.	



## Local Training Providers

Upon completion of our research of this occupation, no training providers were found in San Bernardino County.



## Description

Human Services Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services.



## Wages and Benefits

All employers combined

Experience	Range	Median
New Hires, No Experience	\$6.75 - \$17.26	\$9.00
New Hires, Experienced	\$6.75 - \$17.26	\$11.00
Experienced, After 3 Years with Firm	\$6.75 - \$20.14	\$14.00

Union wages may be higher than non-union wages. Of the firms responding, 93% were non-union, 7% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	13%	0%	60%	13%	0%	0%	27%	33%
	Dental	20%	0%	27%	7%	13%	7%	40%	33%
	Vision	13%	0%	20%	7%	13%	0%	53%	40%
	Life	40%	0%	7%	0%	13%	13%	40%	33%
other benefits	Sick Leave	87%	20%	0%	0%	0%	0%	13%	27%
	Vacation	100%	40%	0%	0%	0%	0%	0%	7%
	Retirement	27%	7%	33%	7%	7%	7%	33%	27%
	Child Care	0%	0%	0%	0%	7%	0%	93%	47%
	Other	0%	0%	0%	0%	0%	0%	0%	0%



## Work Patterns

Of responding firms:

- Full-time 62%, average 40 hours per week.  
Part-time 31%, average 30 hours per week.  
Temporary on-call 7%, average 31 hours per week.
- Shifts: Day 100%, swing 40%, graveyard 7%.
- 62% of the employees are female, 38% are male.

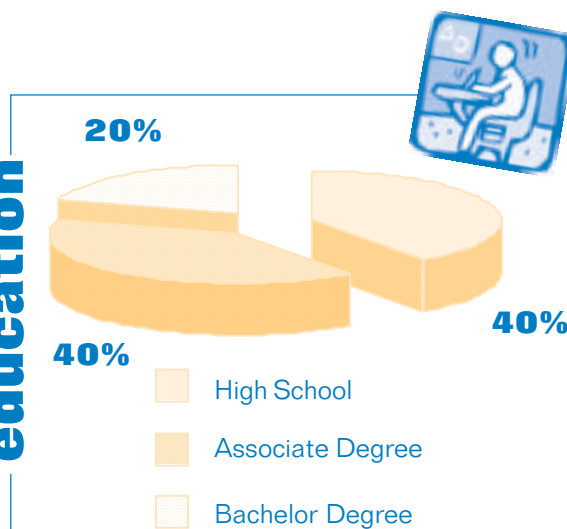


## Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- In-House Promotion or Transfer
- Newspaper Ads
- College/Universities

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



## Size and Trends

Size of Occupation: 440-630 (Small)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 43.2%.  
This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 290.

Total employees hired the last 12 months: 39

Resulting from:

- Employees leaving: 65%
- Promotions: 16%
- New positions: 12%
- Temporary positions 7%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	53%	40%
Projected Over the Next 2 Years	0%	67%	33%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	47%	13%	40%
Other Occupational Experience Accepted	38%	62%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	15%	85%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	
Ability to interview others for information.	Ability to read and follow instruction.
Ability to treat substance abuse.	Ability to work independently.
Knowledge of geriatrics.	Ability to write effectively.
Knowledge of protective services.	Knowledge of veterans services.
Menu planning skills.	Oral communication skills



## Local Training Providers

Provisional Educational Services . . . . . San Bernardino

**San Bernardino County CCOIS**

2001





## Description

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks and activities involving games, sports, arts, and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.



## Wages and Benefits

Of the firms responding, 67% were union, 33% were non-union.

Experience		Range		Median	
		Union	Non Union	Union	Non Union
New Hires, No Experience		\$8.00 - \$12.00	\$8.00 - \$9.00	\$10.00	\$8.50
New Hires, Experienced		\$9.00 - \$14.00	\$6.25 - \$11.53	\$11.00	\$8.50
Experienced, After 3 Years with Firm		\$10.00 - \$15.00	\$9.00 - \$14.00	\$13.00	\$11.52

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	20%	20%	13%	33%	0%	7%	0%	33%
	Dental	20%	13%	13%	33%	0%	7%	0%	40%
	Vision	20%	20%	0%	27%	0%	7%	13%	40%
	Life	27%	40%	7%	13%	0%	7%	0%	33%
other benefits	Sick Leave	33%	73%	0%	7%	0%	0%	0%	13%
	Vacation	33%	80%	0%	7%	0%	0%	0%	7%
	Retirement	20%	27%	13%	33%	0%	7%	0%	27%
	Child Care	0%	0%	7%	7%	0%	0%	27%	87%
	Other	0%	7%	0%	0%	0%	0%	0%	7%



## Work Patterns

Of responding firms:

- Full-time 10%, average of 36 hours per week.
- Part-time 90%, average 21 hours per week.
- Shifts: Day 100%, swing 7%.
- 89% of the employees are female, 11% are male.

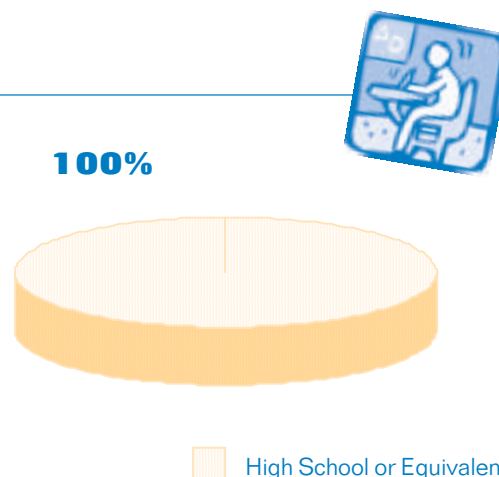


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- In-House Promotion or Transfer
- Newspaper Ads

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified	X		
Inexperienced	X		



## Size and Trends

Size of Occupation: 4,880-6,980 (Very Large)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 43.0%.

This rate is faster than the average County rate of 21.1%.

- Estimated job openings 2,550.

Total employees hired the last 12 months: 298

Resulting from:

- Employees leaving: 45%
- Promotions: 25%
- New positions: 30%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	67%	20%
Projected Over the Next 2 Years	13%	67%	20%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	27%	20%	53%
Other Occupational Experience Accepted	58%	42%	0%
Technical or Vocational Training Required	13%	80%	7%
Training in Lieu of Experience	33%	67%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	
Ability to administer emergency first aid.	Ability to operate audiovisual equipment.
Ability to handle crisis situations.	Ability to pass a pre-employment medical examination.
Classroom management skills.	Ability to write effectively.
Musical skills.	Understanding of a variety of cultures.
Oral communication skills.	Possession of an Early Childhood Development Certificate.
Ability to apply teaching techniques.	



## Local Training Providers

Snowline ROP ..... Phelan  
 Bear Valley ROP ..... Big Bear City  
 University of Redlands ..... Redlands

Victor Valley College ..... Victorville  
 Colton-Redlands-Yucaipa ROP ..... Redlands  
 San Bernardino County ROP ..... San Bernardino

**San Bernardino County CCOIS**



## Description

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stonemasons.



## Wages and Benefits

*Of the firms responding, 100% were non-union.*

Experience		Range		Median	
New Hires, No Experience		\$6.25 - \$8.50		\$7.00	
New Hires, Experienced		\$6.50 - \$9.00		\$7.00	
Experienced, After 3 Years with Firm		\$7.24 - \$12.00		\$9.99	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	25%	0%	13%	0%	0%	0%	56%	19%
	Dental	6%	0%	19%	0%	0%	0%	69%	19%
	Vision	0%	0%	0%	0%	0%	0%	94%	19%
	Life	0%	6%	6%	0%	0%	0%	88%	13%
other benefits	Sick Leave	25%	0%	0%	0%	0%	0%	69%	19%
	Vacation	75%	13%	0%	0%	0%	0%	19%	6%
	Retirement	13%	0%	6%	0%	0%	0%	75%	19%
	Child Care	0%	0%	0%	0%	0%	0%	94%	19%



## Work Patterns

Of responding firms:

- Full-time 96%, average of 41 hours per week.
- Part-Time 1%, average of 23 hours per week.
- Seasonal 3%, average of 39 hours per week.
- Shifts: Day 100%
- 3% of the employees are female, 97% are male.

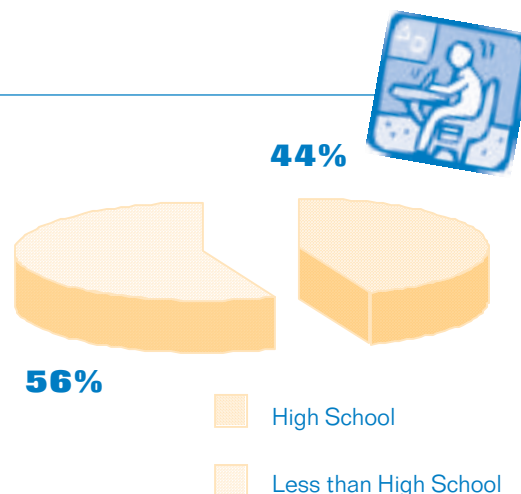


## Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation: 4,550-6,040 (Very Large)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 32.7.  
This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 2,640.

Total employees hired the last 12 months: 117  
Resulting from:

- Promotions: 9%
- New positions: 39%
- Employees leaving: 38%
- Temporary: 13%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	56%	44%
Projected Over the Next 2 Years	0%	63%	38%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	43%	19%	38%
Other Occupational Experience Accepted	54%	46%	0%
Technical or Vocational Training Required	0%	94%	6%
Training in Lieu of Experience	15%	85%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to lift at least 75 lbs. repeatedly.	Ability to operate tractors.
Knowledge of gardening tools.	Knowledge of horticulture.
Knowledge of pesticides and herbicides.	Plumbing repair skills.
Lawn and garden care skills.	



## Local Training Providers

Upon completion of our research of this occupation, no training providers were found in San Bernardino County.



## Description

Numerical-Control Machine-Tool Operators and Tenders – Metal and Plastic set up and operate magnetic or punched-tape controlled machine tools that automatically mill, drill, broach, and ream metal or plastic parts. They may adjust machine feed and speed and change cutters to machine parts to specification when automatic programming is faulty or if machine malfunctions.



## Wages and Benefits

*All employers combined*

Experience	Range	Median
New Hires, No Experience	\$6.50 - \$8.00	\$7.25
New Hires, Experienced	\$6.62 - \$12.00	\$8.00
Experienced, After 3 Years with Firm	\$7.50 - \$13.42	\$11.00

*Union wages may be higher than non-union. Of the firms responding, 87% were non-union and 13% were union.*

	Benefits	Employer Pays All	Share the Cost	Employee Pays All	Not Provided
insurance	Medical	53%	47%	0%	0%
	Dental	47%	47%	7%	0%
	Vision	27%	7%	7%	60%
	Life	67%	20%	7%	7%
other benefits	Sick Leave	60%	0%	0%	40%
	Vacation	100%	0%	0%	0%
	Retirement	20%	53%	7%	20%
	Child Care	0%	0%	0%	100%



## Work Patterns

Of responding firms:

- Full-time 100%, average of 41 hours per week.
- Shifts: Day 100%, swing 53%, graveyard 7%.
- 3% of the employees are female, 97% are male.

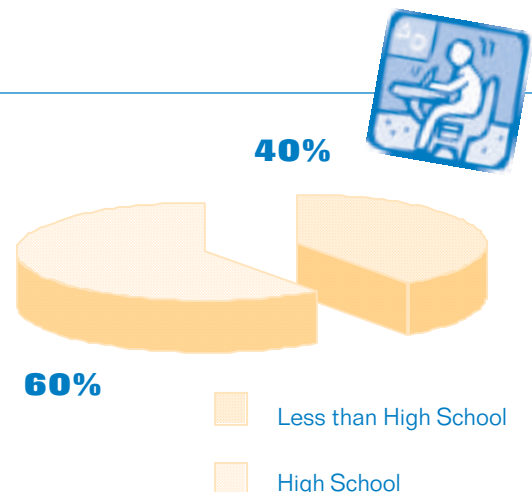


## Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation: 190-300 (Small)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 57.9%. This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 150.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	74%	13%
Projected Over the Next 2 Years	0%	87%	13%

Total employees hired the last 12 months: 24  
Resulting from:

- Employees leaving: 75%
- Promotions: 17%
- New positions: 8%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	47%	40%	13%
Other Occupational Experience Accepted	63%	38%	0%
Technical or Vocational Training Required	7%	93%	0%
Training in Lieu of Experience	33%	67%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to read blueprints.	Possession of mechanical aptitude.
Shop math skills.	Ability to read and follow instruction.



## Local Training Providers

Colton-Redlands-Yucaipa ROP



## Description

Materials, Merchandise, and Service Order Clerks receive and process incoming orders for materials, merchandise, or services such as repairs, installations, or rental of facilities. Additional duties include informing customers of receipt of order, prices, shipping dates, and delays, preparing contracts, and handling complaints.



## Wages and Benefits

All employers combined/Some firms pay bonus.

Experience	Range	Median
New Hires, No Experience	\$6.75 - \$9.10	\$7.50
New Hires, Experienced	\$6.75 - \$12.50	\$9.00
Experienced, After 3 Years with Firm	\$8.00 - \$15.00	\$11.00

Union wages may be higher than non-union. Of the firms responding, 93% were non-union and 7% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	40%	13%	33%	7%	7%	0%	7%	7%
	Dental	47%	7%	13%	7%	20%	0%	7%	13%
	Vision	13%	0%	0%	7%	7%	0%	67%	20%
	Life	53%	20%	0%	0%	7%	0%	27%	7%
other benefits	Sick Leave	53%	13%	7%	0%	0%	0%	27%	13%
	Vacation	87%	27%	0%	0%	0%	0%	0%	0%
	Retirement	7%	7%	33%	13%	7%	0%	40%	7%
	Child Care	0%	0%	0%	0%	0%	0%	87%	27%
	Profit Sharing	7%	0%	0%	0%	0%	0%	0%	0%



## Work Patterns

Of responding firms:

- Full-time 85%, average of 40 hours per week. Part-time 15%, average of 28 hours per week.
- Shifts: Day 100%, swing 7%, graveyard 7%.
- 55% of the employees are female, 45% are male.

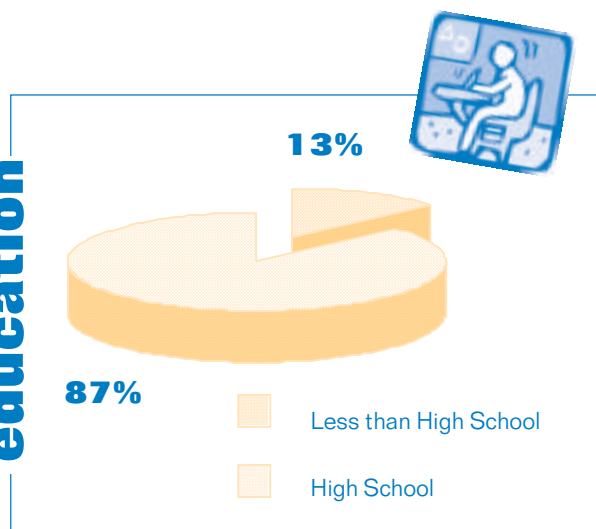


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Employee Referrals
- Private Employment Agency

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation: 1,340-1,610 (Medium)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 20.1. This rate is about the same as the average County rate of 21.1%.
- Estimated job openings 510.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	93%	0%
Projected Over the Next 2 Years	0%	93%	7%



## Training and Experience

Total employees hired the last 12 months: 5  
Resulting from:

- Employees leaving: 100%

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	46%	27%	27%
Other Occupational Experience Accepted	55%	45%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	0%	100%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to accurately record and report information.	Ability to process orders for products or services.
Ability to set work priorities.	Ability to sit continuously for 2 or more hours.
Ability to type at least 45 wpm.	Ability to write effectively.
Alphabetic and numeric filing skills.	Basic math skills.
Customer service skills.	Oral communications skills.
Telephone answering skills.	Understanding of inventory techniques.



## Local Training Providers

Asante Family Agency ..... San Bernardino  
By Ways Inc. .... Ontario  
United Education Institute ..... Ontario  
Friendly Computer Networks, Inc. ... Rancho Cucamonga  
Professional Career Institute ..... Victorville  
Crest Computer Institute ..... Rancho Cucamonga  
RTP School ..... Colton  
Premier Training Centers ..... Apple Valley

Victor Valley College ..... Victorville  
Barstow Unified School District ..... Barstow  
Chaffey Adult School. .... Ontario  
Chino Valley Adult School ..... Chino  
San Bernardino Adult Education ..... San Bernardino  
Yucaipa-Calimesa JT. Unified School District... Yucaipa  
Colton-Redlands-Yucaipa ROP ..... Redlands  
San Bernardino County ROP ..... San Bernardino  
Skadron College-San Bernardino ..... San Bernardino

**San Bernardino County CCOIS**





## Description

Wholesale and Retail Sales Order Fillers fill customers' mail and telephone orders from stored merchandise in accordance with specifications on sales slips or order forms. Their duties include computing prices of items, completing order receipts, keeping records of out-going orders, requisitioning additional material, supplies and equipment, and other related tasks.



## Wages and Benefits

All employers combined

Experience	Range	Median
New Hires, No Experience	\$6.75 - \$9.00	\$8.00
New Hires, Experienced	\$6.75 - \$10.50	\$8.00
Experienced, After 3 Years with Firm	\$8.00 - \$14.00	\$10.00

Of the firms responding,  
100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	80%	0%	7%	0%	0%	0%	7%	13%
	Dental	47%	0%	20%	0%	0%	0%	27%	13%
	Vision	27%	0%	7%	0%	0%	0%	60%	13%
	Life	67%	0%	0%	0%	0%	0%	27%	13%
other benefits	Sick Leave	67%	7%	0%	0%	0%	0%	27%	7%
	Vacation	93%	7%	0%	0%	0%	0%	0%	7%
	Retirement	53%	0%	7%	0%	13%	0%	20%	13%
	Child Care	0%	0%	0%	0%	0%	0%	93%	13%
	Profit Sharing	13%	0%	0%	0%	0%	0%	0%	0%



## Work Patterns

Of responding firms:

- Full-time 99%, average of 40 hours per week. Part-time 1%, average of 32 hours per week.
- Shifts: Day 100%, swing 20%, graveyard 7%.
- 42% are female, 58% are male.

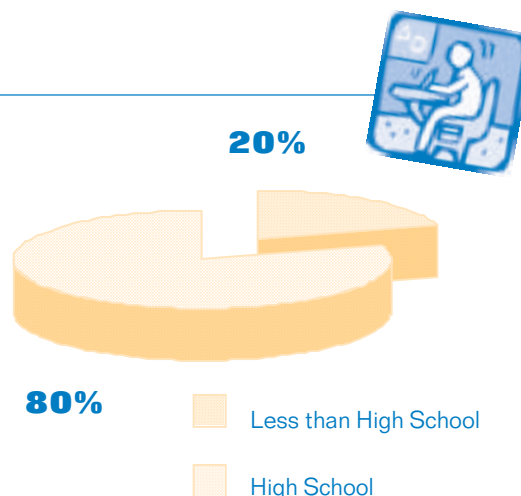


## Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads
- In-House Promotion or Transfer

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation: 770-1,010 (Medium)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 31.2%. This rate is faster than the average County rate of 21.1%.
- Estimated job openings 390.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	73%	27%
Projected Over the Next 2 Years	7%	86%	7%



## Training and Experience

Total employees hired the last 12 months: 108

- Resulting from:
- Employees leaving: 76%
  - Promotions: 10%
  - New Positions: 14%

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	27%	60%	13%
Other Occupational Experience Accepted	40%	60%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	0%	100%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	Physical Skills
Ability to read and follow directions.	Ability to lift at least 50 lbs. repeatedly.



## Local Training Providers

Asante Family Agency ..... San Bernardino  
 Colton-Redlands-Yucaipa ROP ..... Redlands  
 Employment & Training Resource Center..... Redlands  
 United Education Institute ..... Ontario  
 Friendly Computer Networks ..... Rancho Cucamonga  
 Professional Career Institute ..... Victorville  
 Crest Computer Institute ..... Rancho Cucamonga  
 San Bernardino County ROP..... San Bernardino  
 Yucaipa-Calimesa JT Unified Adult ..... Yucaipa

R T P School ..... Colton  
 By Ways, Inc. .... Ontario  
 Skadron College ..... San Bernardino  
 Barstow USD ..... Barstow  
 Victor Valley College ..... Victorville  
 San Bernardino Adult ..... San Bernardino  
 Chino Valley Adult ..... Chino  
 Chaffey Adult School ..... Ontario  
 Premier Training Center ..... Apple Valley



## Description

Production, Planning, and Expediting Clerk's duties are primarily clerical in nature and involve coordinating and expediting the flow of work and materials within or between departments of an establishment according to production schedules. They may keep inventory of material in departments and ensure that merchandise is shipped by vendor on the promised date, and write special orders for services and merchandise.



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$7.00 - \$17.00	\$7.75
New Hires, Experienced	\$8.00 - \$15.00	\$10.00
Experienced, After 3 Years with Firm	\$10.00 - \$19.00	\$12.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	47%	0%	53%	7%	0%	0%	0%	0%
	Dental	33%	0%	53%	7%	7%	0%	7%	0%
	Vision	7%	0%	7%	7%	7%	0%	80%	0%
	Life	67%	0%	27%	7%	7%	0%	0%	0%
other benefits	Sick Leave	73%	7%	0%	0%	0%	0%	27%	0%
	Vacation	100%	7%	0%	0%	0%	0%	0%	0%
	Retirement	20%	0%	53%	7%	7%	0%	20%	7%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



## Work Patterns

Of responding firms:

- Full-time 98%, average of 41 hours per week. Part-time 2%, average of 35 hours per week.
- Shifts: Day 100%, swing 7%.
- 54% of the employees are female, 46% are male.

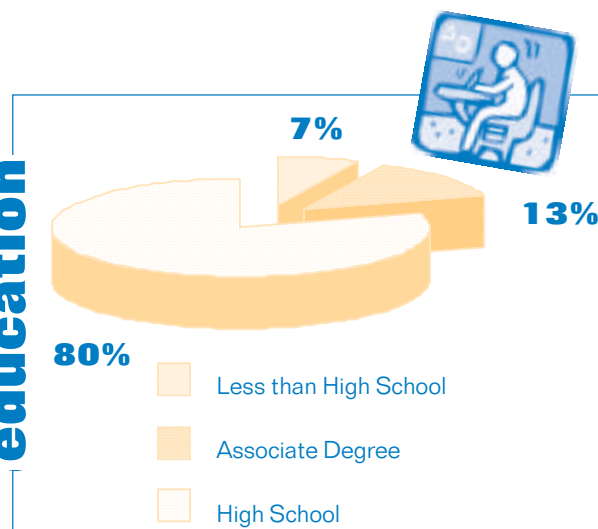


## Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads
- In-House Promotion or Transfer
- Private Employment Agencies

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation: 820-950 (Medium)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 15.9%. This rate is slower than the average County rate of 21.1%.
- Estimated job openings 200.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	74%	13%
Projected Over the Next 2 Years	0%	87%	13%



## Training and Experience

Total employees hired the last 12 months: 6  
 Resulting from: • Employees leaving: 33%  
 • Promotions: 17%  
 • New positions: 50%

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	73%	7%	20%
Other Occupational Experience Accepted	38%	62%	0%
Technical or Vocational Training Required	7%	93%	0%
Training in Lieu of Experience	21%	79%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to analyze data to solve problems.	Ability to create and implement production plans.
Ability to work under pressure.	Ability to apply inventory control methods.
Ability to pay attention to detail.	



## Local Training Providers

Asante Family Agency	San Bernardino	RTP School	Colton
Colton-Redlands-Yucaipa ROP	Redlands	By Ways, Inc	Ontario
Skadron College	San Bernardino	Barstow USD	Barstow
United Education Institute	Ontario	Victor Valley College	Victorville
Friendly Computer Networks	Rancho Cucamonga	San Bernardino Adult	San Bernardino
Professional Career Institute	Victorville	Chino Valley Adult	Chino
Crest Computer Institute	Rancho Cucamonga	Chaffey Adult School	Ontario
San Bernardino County ROP	San Bernardino	Premier Training Center	Apple Valley
Yucaipa-Calimesa JT Unified Adult	Yucaipa		

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## Description

Secretaries (except Legal and Medical) relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties.



## Wages and Benefits

Union wages may be higher than non-union wages.  
Of the firms responding, 60% were non-union and 40% were union.

Experience		Range		Median	
		Union	Non Union	Union	Non Union
New Hires, No Experience		\$13.86 - \$13.86	\$8.00 - \$8.00	\$13.86	\$8.00
New Hires, Experienced		\$12.51 - \$17.41	\$8.00 - \$11.00	\$13.77	\$9.00
Experienced, After 3 Years with Firm		\$14.31 - \$18.22	\$10.00 - \$16.00	\$16.34	\$12.00

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	53%	0%	47%	20%	0%	0%	0%	7%
	Dental	47%	0%	47%	20%	0%	0%	7%	7%
	Vision	27%	0%	20%	7%	13%	0%	40%	20%
	Life	53%	0%	40%	13%	0%	7%	7%	7%
other benefits	Sick Leave	93%	20%	0%	0%	0%	0%	7%	7%
	Vacation	100%	27%	0%	0%	0%	0%	0%	0%
	Retirement	33%	0%	47%	13%	0%	0%	20%	13%
	Child Care	0%	0%	0%	0%	0%	0%	100%	27%
	Profit Sharing	0%	0%	0%	0%	7%	0%	0%	7%



## Work Patterns

Of responding firms:

- Full-time 96%, average 39 hours per week.
- Part-time 4%, average 30 hours per week.
- Temporary on-call 1%, average 20 hours per week.
- Shifts: Day 100 %
- 89% of the employees are female, 11% are male.

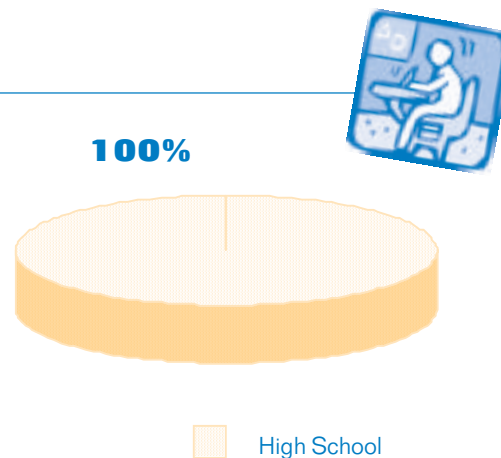


## Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced	X		



## Size and Trends

Size of Occupation: 7,680-8,560 (Very Large)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 11.5%. This rate is slower than the average County rate of 21.1%.
- Estimated job openings 1,770.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	73%	27%
Projected Over the Next 2 Years	0%	87%	13%

Total employees hired the last 12 months: 40

- Resulting from:
- Employees leaving: 58%
  - Promotions: 15%
  - New positions: 25%
  - Temporary positions: 3



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	87%	0%	13%
Other Occupational Experience Accepted	43%	57%	0%
Technical or Vocational Training Required	7%	93%	0%
Training in Lieu of Experience	27%	73%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to maintain an appointment calendar.	Ability to operate transcribing machine.
Ability to take dictation at 100 wpm or more.	Ability to type at least 60 wpm.



## Local Training Providers

Colton-Redlands-Yucaipa ROP .....	Redlands	Inland Valley University College of Law .....	Upland
Professional Career Institute .....	Victorville	Bryman College .....	Ontario
Barstow Community College .....	Barstow	Bear Valley ROP .....	Big Bear
Training Technologies College .....	Ontario	Chaffey Adult School .....	Ontario
Somos Hermanas Unidas Business & Education...	Colton	Victor Valley College .....	Victorville
Somos Hermanas Unidas Business & Education...	Redlands	Crafton Hills College .....	Yucaipa



## Description

Sewing Machine Operators (nongarment) operate or tend sewing machines to join together, reinforce, decorate, or perform related sewing operations in the manufacture of nongarment products, such as upholstery, draperies, linens, carpets, and mattresses.



## Wages and Benefits

Some firms pay piece rate and bonus.

Experience	Range	Median
New Hires, No Experience	\$6.25 - \$16.67	\$7.75
New Hires, Experienced	\$6.25 - \$14.29	\$8.00
Experienced, After 3 Years with Firm	\$6.25 - \$16.43	\$10.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	20%	0%	47%	0%	0%	0%	20%	20%
	Dental	13%	0%	27%	0%	13%	0%	33%	20%
	Vision	20%	0%	20%	0%	0%	0%	47%	20%
	Life	27%	7%	13%	0%	0%	0%	47%	13%
other benefits	Sick Leave	27%	0%	0%	0%	0%	0%	60%	20%
	Vacation	80%	7%	0%	0%	0%	0%	7%	13%
	Retirement	20%	0%	20%	7%	0%	0%	47%	13%
	Child Care	0%	0%	0%	0%	0%	0%	87%	20%



## Work Patterns

Of responding firms:

- Full-time 71%, average of 40 hours per week. Part-time 29%, average of 25 hours per week.
- Shifts: Day 100%, swing 20%.
- 49% of the employees are female, 51% are male.

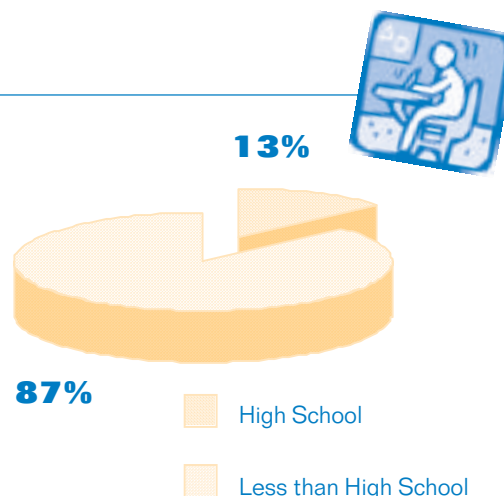


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In-Applicants
- Employee Referrals
- In-House Promotion or Transfer

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



## Size and Trends

Size of Occupation: 830-1,160 (Medium)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 39.8. This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 420.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	20%	53%	27%
Projected Over the Next 2 Years	7%	73%	20%

Total employees hired the last 12 months: 105  
Resulting from:

- Employees leaving: 85%
- Promotions: 5%
- New positions: 10%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	66%	7%	27%
Other Occupational Experience Accepted	31%	69%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	7%	93%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to perform routine, repetitive work.	Ability to read and follow instructions.
Good eye-hand coordination	Ability to sit for long periods of time.
Ability to work independently.	



## Local Training Providers

Upon completion of our research of this occupation, no training providers were found in San Bernardino County.





## Description

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as english, mathematics, or social studies. This includes Vocational High School Teachers.



## Wages and Benefits

All employers combined.

Of the firms responding, 53% were non-union and 47% were union.

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$16.27 - \$20.46	\$7.49 - \$17.13	\$18.77	\$14.00
New Hires, Experienced	\$16.71 - \$25.95	\$9.71 - \$22.00	\$19.97	\$14.12
Experienced, After 3 Years with Firm	\$18.08 - \$27.65	\$12.00 - \$25.00	\$21.91	\$14.92

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	60%	27%	27%	20%	0%	0%	0%	0%
	Dental	47%	33%	20%	13%	0%	0%	20%	0%
	Vision	47%	27%	13%	13%	0%	0%	27%	7%
	Life	73%	27%	7%	13%	0%	0%	7%	7%
other benefits	Sick Leave	87%	27%	0%	13%	0%	0%	0%	7%
	Vacation	67%	13%	0%	7%	0%	0%	20%	27%
	Retirement	27%	13%	27%	20%	13%	7%	20%	7%
	Child Care	0%	0%	0%	0%	0%	0%	87%	47%
	Long Term Disability	13%	7%	0%	0%	0%	0%	0%	0%



## Work Patterns

Of responding firms:

- Full-time 91%, average 37 hours per week.
- Part-time 9%, average 27 hours per week.
- Shifts: Day 100%
- 57% of the employees are female, 43% are male.

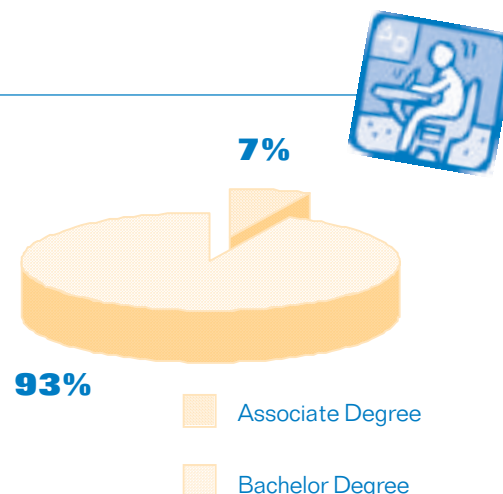


## Recruitment Methods

Most successful methods of recruitment:

- Colleges/Universities
- Internet
- Walk-In
- Newspaper Ads

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation: 8,880-11,950 (Very Large)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 34.6%. This rate is faster than the average County rate of 21.1%.
- Estimated job openings 5,340.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	47%	40%
Projected Over the Next 2 Years	13%	40%	47%

Total Employees hired the last 12 months: 267  
Resulting from:

- Employees leaving: 68%
- Promotions: 11%
- New positions: 21%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	27%	33%	40%
Other Occupational Experience Accepted	10%	90%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	20%	80%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	
Ability to administer emergency first aid.	Ability to exercise patience.
Audiovisual teaching skills.	Classroom management skills.
Oral communication skills.	Possession of a clean police record.
Possession of a state teachers certificate.	Problem solving skills.
Supervisory skills.	Public contact skills.
Understanding of a variety of cultures.	



## Local Training Providers

San Bernardino Valley College . . . . . San Bernardino  
University of Redlands . . . . . Redlands  
California State University, San Bernardino . . . . . San Bernardino

**San Bernardino County CCOIS**

2001



## Description

Veterinary Assistants examine animals for a veterinarian. They prepare animals for surgery, perform post-operational medical treatment as needed, and give medications to animals. They usually work directly under the supervision of a veterinarian. They receive extensive training on the job and may also have some post secondary education such as trade school or junior college.



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$6.57 - \$8.00	\$7.00
New Hires, Experienced	\$7.00 - \$8.00	\$8.00
Experienced, After 3 Years with Firm	\$8.57 - \$12.00	\$10.00

*Of the firms responding, 100% were non-union.*

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	27%	7%	20%	7%	7%	0%	40%	33%
	Dental	7%	7%	20%	7%	7%	0%	60%	33%
	Vision	0%	0%	0%	0%	0%	0%	93%	47%
	Life	27%	20%	7%	0%	0%	0%	60%	27%
other benefits	Sick Leave	53%	7%	0%	7%	0%	0%	40%	33%
	Vacation	87%	33%	0%	0%	0%	0%	7%	13%
	Retirement	20%	7%	13%	13%	0%	0%	60%	27%
	Child Care	0%	0%	0%	0%	0%	0%	93%	47%



## Work Patterns

Of responding firms:

- Full-time 81%, average of 39 hours per week.
- Part-time 19%, average of 25 hours per week.
- Shifts: Day 100%, swing 13%.
- 79% of the employees are female, 21% are male.

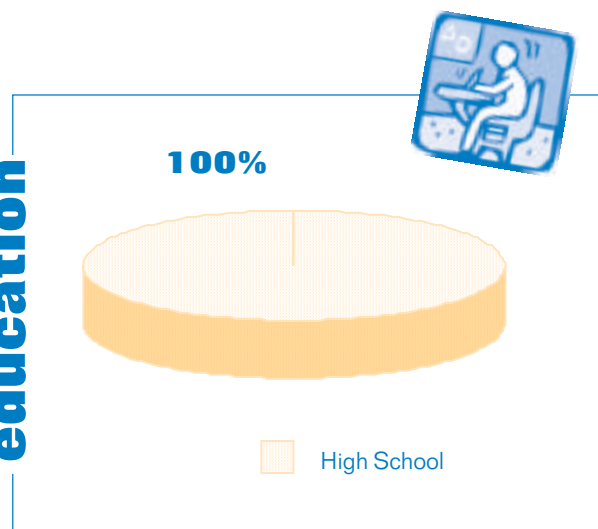


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Employee Referrals
- Newspaper Ads
- School Program Referrals

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



## Size and Trends

Size of Occupation: 170-220 (Small)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 29.4%. This rate is faster than the average County rate of 21.1%.
- Estimated job openings 70.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	86%	7%
Projected Over the Next 2 Years	0%	80%	20%



## Training and Experience

Total employees hired the last 12 months: 23  
Resulting from:

- Employees leaving: 87%
- New positions: 13%

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	33%	13%	54%
Other Occupational Experience Accepted	8%	92%	0%
Technical or Vocational Training Required	0%	87%	13%
Training in Lieu of Experience	62%	38%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	
Ability to accurately record and report information.	Ability to administer emergency first aid.
Ability to administer medications.	Ability to apply sterilization techniques.
Ability to assess emergency situations and set priorities quickly.	Ability to follow feeding and handling requirements for animals.
Ability to follow laboratory procedures.	Ability to lift at least 50 lbs. repeatedly.
Ability to take vital signs.	Certified in animal health care.
Public contact skills.	Teeth cleaning and polishing skills.



## Local Training Providers

San Bernardino County ROP . . . . . San Bernardino

**San Bernardino County CCOIS**

2001



## Description

Recordkeeping Weighers, Measurers, Checkers, and Samplers' duties are primarily clerical in nature and involve weighing, measuring, and checking materials, supplies, and equipment for the purpose of keeping relevant records. Included are workers who collect and keep record of samples of products or materials.



## Wages and Benefits

All employers combined.

Experience	Range	Median
New Hires, No Experience	\$6.25 - \$13.00	\$7.25
New Hires, Experienced	\$6.25 - \$15.50	\$9.00
Experienced, After 3 Years with Firm	\$8.50 - \$16.00	\$9.50

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	27%	0%	40%	7%	0%	0%	33%	0%
	Dental	27%	0%	40%	7%	0%	0%	33%	0%
	Vision	13%	0%	20%	7%	0%	0%	67%	0%
	Life	40%	0%	0%	7%	7%	0%	53%	0%
other benefits	Sick Leave	47%	0%	0%	0%	0%	0%	53%	7%
	Vacation	80%	7%	0%	0%	0%	0%	20%	0%
	Retirement	27%	0%	27%	0%	13%	7%	33%	7%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



## Work Patterns

Of responding firms:

- Full-time 60%, average of 40 hours per week.
- Part-time 40%, average of 32 hours per week.
- Shifts: Day 100%, swing 14%, graveyard 7%.
- 17% of the employees are female, 83% are male.

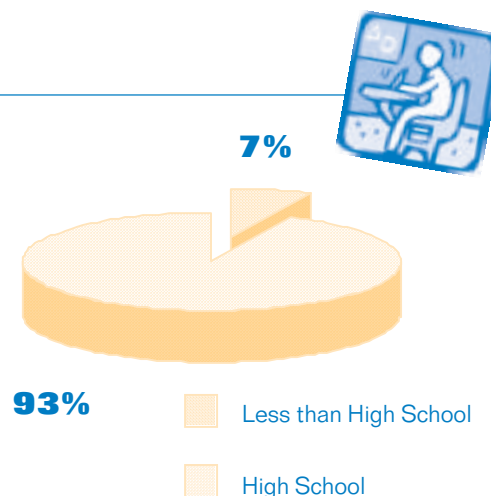


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Employee Referrals

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation: 250-430 (Small)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 72.0%. This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 240.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	93%	7%
Projected Over the Next 2 Years	0%	87%	13%

Total employees hired the last 12 months: 107

Resulting from:

- Employees leaving: 48%
- Promotions: 18%
- New positions: 35%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	13%	54%	33%
Other Occupational Experience Accepted	43%	57%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	29%	71%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	Physical Skills
Ability to perform routine, repetitive work.	Ability to load and unload freight by hand.
Recordkeeping skills.	Ability to lift 50 lbs.



## Local Training Providers

Asante Family Agency	San Bernardino	R T P School	Colton
Colton-Redlands-Yucaipa ROP	Redlands	By Ways, Inc.	Ontario
Employment & Training Resrce Center	Redlands	Skadron College	San Bernardino
United Education Institute	Ontario	Barstow USD	Barstow
Friendly Computer Networks	Rancho Cucamonga	Victor Valley College	Victorville
Professional Career Institute	Victorville	San Bernardino Adult	San Bernardino
Crest Computer Institute	Rancho Cucamonga	Chino Valley Adult	Chino
San Bernardino County ROP	San Bernardino	Chaffey Adult School	Ontario
Yucaipa-Calimesa JT Unified Adult	Yucaipa	Premier Training Center	Apple Valley

San Bernardino County CCOIS

# Occupations Studied in 2000

Adjustment Clerks  
Amusement and Recreation Attendants  
Bus and Truck Mechanics and Diesel Engine Specialists  
Call Center Supervisors and Managers  
Call Center Workers  
Construction Managers  
Cost Estimators  
Data Processing Equipment Repairers  
Drivers/Sales Workers  
Fiber Optics Technicians  
Financial Managers  
First-Line Supervisors and Managers/Supervisors – Production  
Home Health Aides  
Industrial Truck and Tractor Operators  
Instructors – Non-Vocational Education  
Marketing, Advertising and Public Relations Managers  
Medical Secretaries  
Operating Engineers  
Residential Counselors  
Storage and Distribution Managers  
Systems Analysts – Electronic Data Processing  
Teachers – Kindergarten  
Teachers – Special Education  
Traffic, Shipping and Receiving Clerks  
Ultrasound Technologists



## Description

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, notify the customer and appropriate personnel of findings, adjustments, and recommendations on exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill. Alternate title: Customer Service Representatives, Customer Service Clerks.



## Wages and Benefits

Experience				Range		Median		Combines union and non-union wages.	
New Hires, No Experience				\$6.00 - \$12.00		\$8.00			
New Hires, Experienced				\$6.00 - \$16.00		\$10.00			
Experienced, After 3 Years with Firm				\$6.00 - \$20.00		\$11.50			
Employer Pays All				Share the Cost		Employee Pays All		Not Provided	
Benefits									
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	30%	0%	55%	5%	0%	5%	15%	20%
	Dental	20%	0%	40%	5%	20%	0%	20%	20%
	Vision	15%	0%	30%	0%	5%	0%	50%	25%
	Life	25%	0%	30%	5%	5%	0%	40%	20%
other benefits	Sick Leave	45%	05	5%	0%	5%	0%	45%	25%
	Vacation	75%	0%	5%	0%	0%	0%	20%	25%
	Retirement	15%	0%	50%	10%	10%	0%	25%	15%
	Child Care	0%	0%	0%	0%	0%	0%	100%	25%



## Work Patterns

Hours: Full-time 90%, average of 40 hours per week.  
Part-time 10%, average of 22 hours per week  
Shifts: Day-100%, swing-5%, other (overtime) 5%.  
81% of employees are female, 19% are male.

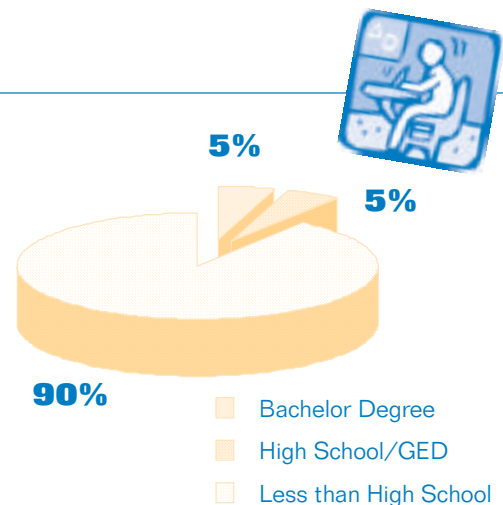


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (75%)
- In-house promotions or transfer (65%)
- Newspaper Ads (35%)

## education







## Supply and Demand

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	15%	5%	30%	10%
Inexperienced	10%	15%	10%	5%



## Size and Trends

Size of Occupation: 800-980

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 22.5% (Average).

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	80%	20%
Projected Over the Next 2 Years	0%	100%	0%



## Training and Experience

Total employees hired the last 12 months: 17  
Resulting from:

- Employees leaving: 5 (29%)
- Promotions: 4 (24%)
- New positions: 6 (35%)

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	50%	25%	15%
Other Occupational Experience Accepted	47%	53%	N/A
Technical or Vocational Training Required	15%	75%	10%
Training in Lieu of Experience	47%	53%	N/A

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Alphabetic and numeric filing skills, ability to perform detailed clerical work, telephone answering services, ability to write effectively, problem-solving skills, ability to type at least 45 wpm.
Personal/Other Qualifications	Understanding of a variety of cultures, willingness to work with close supervision, ability to work independently, customer service skills.



## Local Training Providers

For additional Training Information visit:  
<http://sti.soicc.ca.gov/sti>

Upon completion of our research, no training provider was found in San Bernardino County



## Description

Amusement and Recreation Attendants perform a variety of duties at amusement and recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreation pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions. Alternate title: Pro-Shop, Front Desk, Table or Gym Attendant.



## Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$5.75 - \$5.75		\$5.75	
New Hires, Experienced		\$5.75 - \$6.50		\$5.75	
Experienced, After 3 Years with Firm		\$5.75 - \$9.00		\$7.00	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	20%	7%	7%	0%	0%	7%	20%	80%
	Dental	13%	7%	0%	0%	0%	7%	33%	80%
	Vision	0%	0%	0%	0%	0%	0%	47%	93%
	Life	7%	0%	0%	0%	0%	0%	40%	93%
other benefits	Sick Leave	20%	13%	0%	0%	0%	0%	27%	80%
	Vacation	20%	20%	7%	0%	0%	0%	20%	73%
	Retirement	7%	0%	0%	7%	0%	7%	40%	80%
	Child Care	0%	0%	0%	7%	0%	7%	47%	80%
	Additional	0%	0%	0%	0%	0%	0%	7%	7%

Additional full-time benefits include: N/A.

Of the firms responding, 100% were non-union.



## Work Patterns

Hours: Full-time 21%, avg. of 36 hours per week  
 Part-time 59%, avg. of 21 hours per week  
 Temp/on-call 7%, avg. of 20 hours per week  
 Seasonal-13%, avg. of 30 hours per week

Shifts: Day-93%  
 Swing-47%  
 Graveyard-7%  
 Other-40% (weekends, Holidays, Saturday).



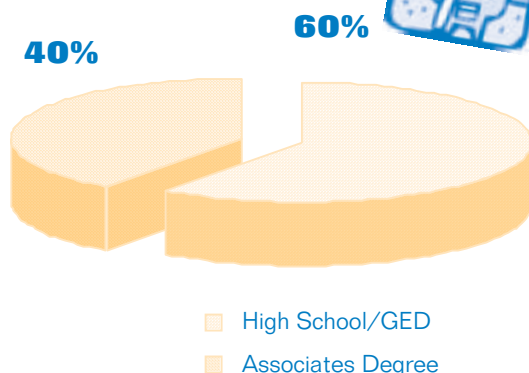
## Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads

In this occupation 56% of employees are female, 44% are male.

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation/1,520-1,820

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 19.1% (Average). Total employees hired the last 12 Months: 99

- Resulting from:
- Replacement due to promotions: 14 (14%)
  - Replacements due to employees leaving: 43 (43%)
  - New positions: 16 (16%)
  - Temporary positions: 26 (26%)

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	20%	73%
Projected Over the Next 2 Years	0%	60%	40%



## Training and Experience

Types of training required:

For additional projection Information visit:  
<http://www.calmis.cahwnet.gov>



Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	13%	53%	33%
Other Occupational Experience Accepted	33%	67%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	71%	29%	N/A



## Skills and Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Ability to operate a cash register, possession of a valid driver's license, telephone-answering skills.
Personal/Other Qualifications	Ability to stand for prolonged periods, ability to tolerate noise, dust and fumes.



## Local Training Providers

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Bus and Truck Mechanics and Diesel Engine Specialists repair and maintain the operating condition of trucks, buses, and all types of diesel engines. Includes mechanics working primarily with automobile diesel engines.



## Wages and Benefits

*Combines union and non-union wages.*

Experience		Range		Median	
New Hires, No Experience		\$10.00 - \$17.78		\$10.50	
New Hires, Experienced		\$9.09 - \$18.89		\$12.95	
Experienced, After 3 Years with Firm		\$12.00 - \$23.01		\$17.00	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	54%	0%	35%	0%	0%	0%	11%	3%
	Dental	38%	0%	24%	0%	16%	0%	22%	3%
	Vision	30%	0%	19%	0%	5%	0%	46%	3%
	Life	43%	0%	8%	0%	5%	0%	43%	3%
other benefits	Sick Leave	43%	0%	3%	0%	3%	0%	51%	3%
	Vacation	86%	0%	3%	0%	0%	0%	11%	3%
	Retirement	41%	0%	32%	0%	5%	0%	22%	3%
	Child Care	0%	0%	0%	0%	5%	0%	95%	3%
	Additional	5%	0%	0%	0%	0%	0%	0%	0%

*Additional full-time benefits include Paid Holidays.*



## Work Patterns

Hours: Full-time 99%, Avg. of 41 hours per week  
Part-time 1%, Avg. of 20 hours per week

Shifts: Day-97%  
Swing-43%  
Graveyard-22%  
Other-5% (24/7)

In this occupation 99% of the employees are male,  
1% are female.

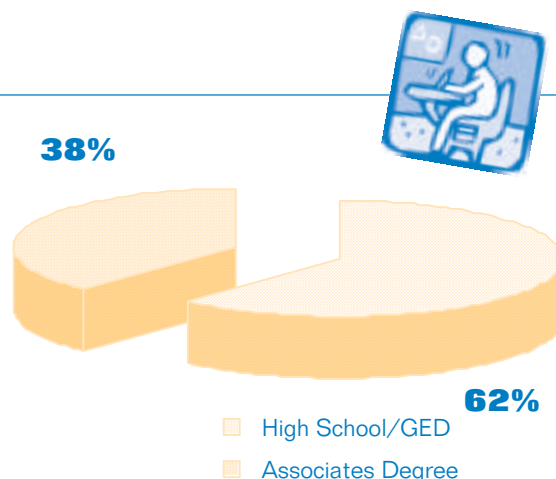


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (78%)
- Newspaper Ads (76%)
- Walk-in Applicants (35%)

education





## Supply and Demand

Percent of responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation/1,560-2,040

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 30.8% (Much faster than average).

Total employees hired the last 12 Months: 134

Resulting from:

- Replacement due to Promotions: (17) 13%
- Replacements due to Employees leaving: (62) 46%
- New Positions: (55) 41%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	16%	57%	27%
Projected Over the Next 2 Years	5%	57%	38%

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	78%	3%	19%
Other Occupational Experience Accepted	19%	81%	0%
Technical or Vocational Training Required	22%	57%	22%
Training in Lieu of Experience	56%	44%	0%



## Skills and Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Automobile body and fender repair skills, ability to operate electronic automotive diagnostic equipment, knowledge of hydraulics, ability to operate electric testing equipment, ability to repair diesel engines, knowledge of basic auto mechanics, shop math skills, ability to implement safe work practices, ability to use hand tools, welding skills, possession of a valid Class A driver's license, valid Class B driver's license.
Personal/Other Qualifications	Understanding of a variety of cultures, willingness to work with close supervision, ability to work independently, customer service skills.



## Local Training Providers

For additional Training Information visit:  
<http://sti.soicc.ca.gov/sti>

Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Call Center Supervisors and Managers in call centers directly supervise and coordinate activities of call center staff. Call Center Supervisors and Managers may also engage, in part, in the same work as the workers they supervise. Does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision. Alternate title: Customer Service Manager



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	N/A	N/A
New Hires, Experienced	\$7.25 - \$23.59	\$16.78
Experienced, After 3 Years with Firm	\$15.00 - \$27.62	\$22.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	20%	0%	73%	0%	0%	0%	7%	0%
	Dental	27%	0%	67%	0%	0%	0%	7%	0%
	Vision	13%	0%	47%	0%	7%	0%	33%	0%
	Life	40%	0%	40%	0%	0%	0%	20%	0%
other benefits	Sick Leave	87%	0%	0%	0%	7%	0%	7%	0%
	Vacation	87%	0%	0%	0%	7%	0%	7%	0%
	Retirement	20%	0%	40%	0%	27%	0%	13%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Additional	0%	0%	0%	0%	0%	0%	0%	0%



## Work Patterns

In this occupation 76 % employees are female, 24% are male.

Hours: Full-time 100 %, avg. of 40 hours per week  
Shifts: Day-100%  
Swing-13%  
Graveyard-0%

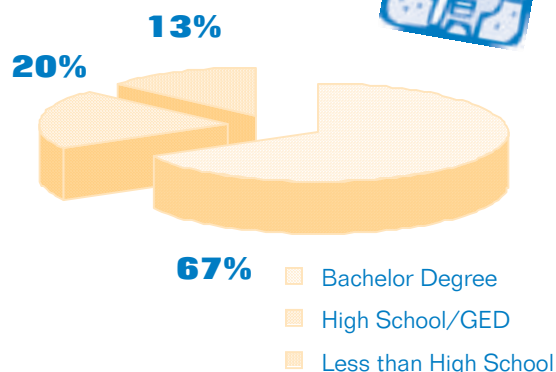


## Recruitment Methods

The following are among the most successful methods of recruitment:

- In-house promotion or transfer (93%)
- Employee Referrals (80%)
- Newspaper Ads (60%)

education





## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced	X		



## Size and Trends

Size of Occupation  
No projection data available.

Total employees hired the last 12 Months: 0  
Resulting from:

- Replacement due to Promotions: N/A
- Replacements due to Employees leaving: N/A
- New Positions: N/A

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	100%	0%
Projected Over the Next 2 Years	0%	80%	20%



## Training and Experience

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	60%	0%	40%
Other Occupational Experience Accepted	7%	43%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	27%	73%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	N/A
Personal/Other Qualifications	N/A

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



## Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.





## Description

Call Center Workers place or receive telephone calls on behalf of an organization in order to facilitate sales, provide, customer service, answer customers' questions, conduct research, or route calls to other divisions in the organization. They may promote and/or take orders for products or services. They may answer customer inquiries regarding accounts or membership in the organization. They may also receive customer complaints and resolve problems with service, billing or credit. They use computers or process orders for products and services. Does not include employees who work primarily as Switchboard Operators or as Dispatchers. Alternate title: Customer Service Representatives



## Wages and Benefits

Experience			Range			Median		Of the firms responding, 100% were non-union.	
New Hires, No Experience			\$5.75 - \$11.41			\$8.00			
New Hires, Experienced			\$7.00 - \$14.38			\$8.50			
Experienced, After 3 Years with Firm			\$7.25 - \$17.26			\$12.00			
Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	18%	0%	76%	0%	0%	0%	6%	47%
	Dental	18%	0%	65%	0%	0%	0%	18%	47%
	Vision	6%	0%	53%	0%	6%	0%	35%	47%
	Life	29%	0%	35%	0%	6%	0%	29%	47%
other benefits	Sick Leave	71%	6%	6%	0%	6%	0%	18%	41%
	Vacation	82%	12%	0%	0%	6%	0%	12%	35%
	Retirement	18%	0%	41%	0%	18%	0%	24%	47%
	Child Care	0%	0%	6%	6%	6%	0%	88%	41%
	Additional	0%	0%	0%	0%	0%	0%	6%	6%



## Work Patterns

In this occupation 85% of employees are female, 15% are male.

Hours: Full-time 83%, avg. of 40 hours per week  
Part-time 17%, avg. of 25 hours per week  
Shifts: Day-100%  
Swing-18%  
Graveyard-0%  
Other-6% (5 p.m. to 9 p.m.).

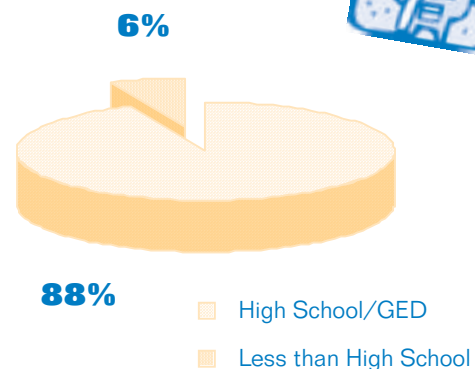


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (82%)
- Walk-in Applicants (59%)
- Newspaper Ads (59%)

education







## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation  
No projection data available.

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	82%	18%
Projected Over the Next 2 Years	0%	71%	29%

Total employees hired the last 12 Months: 51

Resulting from:

- Replacement due to promotions: 12 (24%)
- Replacements due to employees leaving: 33 (65%)
- New Positions: 6 (12%)



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	41%	12%	47%
Other Occupational Experience Accepted	40%	60%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	27%	73%	N/A



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	N/A
Personal/Other Qualifications	N/A

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



## Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including in specialized construction fields, such as carpentry or plumbing. Does not include general managers of large construction contracting firms. Alternate title: Project Managers, Superintendents



## Wages and Benefits

Experience		Range				Median			
New Hires, No Experience		\$15.00 - \$25.00				\$20.00			
New Hires, Experienced		\$12.00 - \$30.00				\$24.49			
Experienced, After 3 Years with Firm		\$15.00 - \$35.96				\$26.37			
	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	72%	0%	20%	0%	0%	0%	8%	0%
	Dental	40%	0%	0%	0%	4%	0%	56%	0%
	Vision	36%	0%	0%	0%	4%	0%	60%	0%
	Life	56%	0%	0%	0%	0%	0%	44%	0%
other benefits	Sick Leave	44%	0%	0%	0%	0%	0%	56%	0%
	Vacation	76%	0%	0%	0%	0%	0%	24%	0%
	Retirement	36%	0%	8%	0%	4%	0%	52%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Additional	4%	0%	0%	0%	0%	0%	0%	0%



## Work Patterns

Hours: Full-time 100%, avg. of 41 hours per week

Shifts: Day-96%

Swing-12%

Graveyard-12%

Other-(All Hours)-8%

In this occupation 99% employees are male, 1% are female.

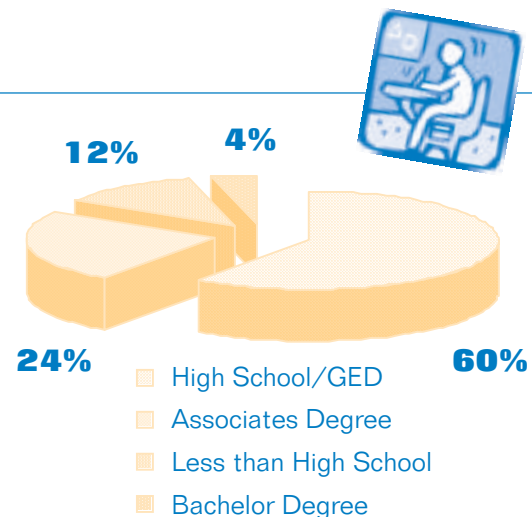


## Recruitment Methods

The following are among the most successful methods of recruitment:

- In-house promotion or transfer (88%)
- Employee Referrals (84%)
- Newspaper Ads (48%)

## education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



## Size and Trends

Size of Occupation/720-940

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 30.6% (Much faster than average).

Total employees hired the last 12 Months: 60

Resulting from:

- Replacement due to promotions: (2) 3%
- Replacements due to employees leaving: (29) 48%
- New Positions: (29) 48%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	68%	32%
Projected Over the Next 2 Years	4%	76%	20%

For additional projection information visit:

<http://www.calmis.cahwnet.gov>



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	20%	53%	27%
Other Occupational Experience Accepted	14%	86%	N/A
Technical or Vocational Training Required	47%	53%	0%
Training in Lieu of Experience	43%	57%	N/A



## Skills and Qualifications

Qualifications	Required Qualifications
Basic/Technical Skills	Office management skills, report writing skills, ability to follow purchasing procedures, understanding of the collective bargaining process, civil engineering skills, ability to estimate costs and submit bids, ability to hire and assign personnel, landscape site planning skills, understanding of commercial real estate practices, understanding of building costs, possession of a contractor's license, understanding of construction terms, understanding of contract law, knowledge of EEO & affirmative action programs and guidelines, knowledge of OSHA safety standards, ability to perform advanced mathematical computations.
Personal/Other Qualifications	Ability to work independently, ability to write legibly and possess excellent oral communication skills.



## Local Training Providers

For additional training information visit:

<http://sti.soicc.ca.gov/sti>

Upon completion of our research, no training provider was found in San Bernardino County.

**San Bernardino County CCOIS**



## Description

Cost Estimators prepare cost estimates for manufacturing of products and construction projects. Alternate title: Project Managers, Superintendents



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	N/A	N/A
New Hires, Experienced	\$12.00 - \$28.77	\$18.40
Experienced, After 3 Years with Firm	\$16.00 - \$28.77	\$24.93

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	56%	0%	38%	0%	0%	0%	6%	0%
	Dental	44%	0%	13%	0%	6%	0%	38%	0%
	Vision	44%	0%	6%	0%	6%	0%	44%	0%
	Life	50%	0%	6%	0%	13%	0%	31%	0%
other benefits	Sick Leave	100%	0%	0%	0%	0%	0%	0%	0%
	Vacation	100%	0%	0%	0%	0%	0%	0%	0%
	Retirement	38%	0%	13%	0%	25%	0%	25%	0%
	Child Care	0%	0%	0%	0%	6%	0%	94%	0%
	Additional	0%	0%	0%	0%	0%	0%	0%	0%

Of the firms responding, 96% were non-union while 4% were union.



## Work Patterns

Hours: Full-time 100%, avg. of 42 hours per week

Shifts: Day-100%

In this occupation 89% of the employees are male, 11% are female.

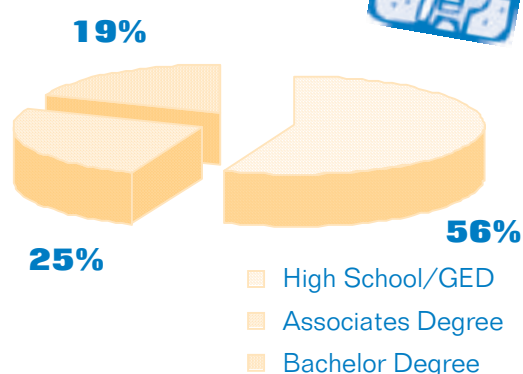


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (94%)
- Newspaper Ads (81%)
- School, Program Referrals (50%)

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



## Size and Trends

Size of Occupation/490-640

It is projected that during 1997-2004 period this occupation will experience a growth rate of 30.6% (Much faster than average).

Total employees hired the last 12 Months: 75  
Resulting from:

- Replacement due to promotions: (8) 11%
- Replacements due to employees leaving: (18) 24%
- New positions: (47) 63%
- Temporary: (2) 3%

Employment Levels	Decline	Remain Stable	row
During the Past Year	0%	68%	32%
Projected Over the Next 2 Years	4%	76%	20%

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	88%	8%	4%
Other Occupational Experience Accepted	35%	65%	N/A
Technical or Vocational Training Required	12%	84%	4%
Training in Lieu of Experience	17%	83%	N/A



## Skills and Qualifications

QUALIFICATIONS	REQUIRED QUALIFICATIONS
Basic/Technical Skills	Automobile body and fender repair skills, ability to operate electronic automotive diagnostic equipment, knowledge of hydraulics, ability to operate electric testing equipment, ability to repair diesel engines, knowledge of basic auto mechanics, shop math skills, ability to implement safe work practices, ability to use hand tools, welding skills, possession of a valid Class A driver's license, valid Class B driver's license.
Personal/Other Qualifications	Understanding of a variety of cultures, willingness to work with close supervision, ability to work independently, customer service skills.



## Local Training Providers

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>

Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Data Processing Equipment Repairers repair, maintain and install electronic computers (mainframes, minis, and micros), peripheral equipment, and word processing systems. Does not include Non-Data Processing Equipment Repairers. Alternate title: Network Engineer, Computer Technician



## Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$5.75 - \$12.00		\$9.32	
New Hires, Experienced		\$6.90 - \$15.00		\$10.00	
Experienced, After 3 Years with Firm		\$9.00 - \$18.75		\$12.00	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	50%	0%	25%	0%	0%	0%	19%	19%
	Dental	44%	0%	6%	0%	13%	0%	31%	19%
	Vision	25%	0%	6%	0%	6%	0%	56%	19%
	Life	38%	0%	6%	0%	6%	0%	44%	19%
other benefits	Sick Leave	56%	0%	0%	0%	6%	0%	31%	13%
	Vacation	81%	0%	0%	0%	0%	0%	13%	13%
	Retirement	6%	0%	19%	0%	13%	0%	56%	19%
	Child Care	0%	0%	0%	0%	0%	0%	94%	19%
	Additional	6%	0%	0%	0%	0%	0%	6%	0%



## Work Patterns

Hours: Full-time 92%, avg. of 40 hours per week  
Part-time 8%, avg. of 17 hours per week

Shifts: Day-94%  
Swing-6%  
Other-6% (On-Call)

In this occupation 87% of the employees are male, 13% are female.

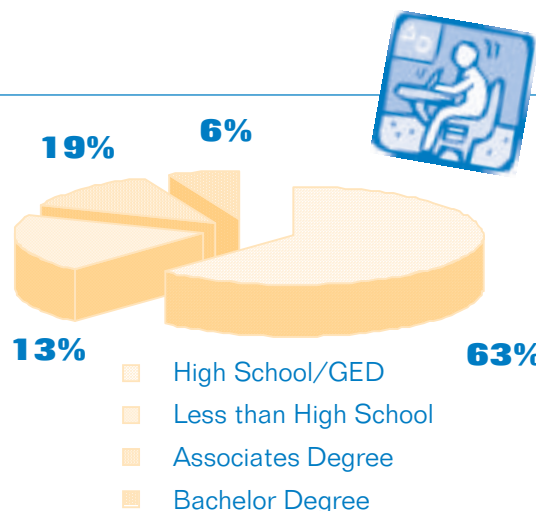


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (94%)
- Newspaper Ads (63%)
- School, Program Referrals (44%)

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

No projection data for this occupation.

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	63%	31%
Projected Over the Next 2 Years	6%	69%	25%

Total employees hired the last 12 months: 18

Resulting from:

- Replacement due to promotions: (2) 11%
- Replacements due to employees leaving: (10) 56%
- New positions: (6) 33%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	75%	13%	13%
Other Occupational Experience Accepted	29%	71%	0%
Technical or Vocational Training Required	50%	31%	19%
Training in Lieu of Experience	64%	36%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Ability to use analog computers, ability to use digital computers, ability to operate electronics testing equipment, knowledge of EDP systems engineering, ability to use diagnostics programs, ability to operate peripheral equipment, record keeping skills, knowledge of hardware and operating systems. Knowledge of microcomputer hardware and operating systems. Knowledge of minicomputer hardware and operating systems.
Personal/Other Qualifications	Possession of a reliable vehicle. Willingness to work with close supervision. Public contact skills. Ability to work independently. Basic math skills, ability to read and follow instructions, ability to write legibly, oral communication skills.



## Local Training Providers

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Drivers/Sales Workers drive trucks or other vehicles over established routes to deliver and sell goods, such as food products; to collect and deliver items, such as laundry; or to collect coins, and to refill and service vending machines. Includes newspaper delivery drivers. Alternate title: Delivery Driver



## Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$5.75 - \$11.99		\$6.50	
New Hires, Experienced		\$5.75 - \$12.79		\$8.00	
Experienced, After 3 Years with Firm		\$5.75 - \$16.00		\$8.89	

*Of the firms responding, 88% were non-union while 12% were union.*

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	41%	0%	18%	6%	6%	0%	18%	12%
	Dental	35%	0%	0%	6%	6%	0%	41%	12%
	Vision	18%	0%	0%	6%	6%	0%	59%	12%
	Life	29%	0%	12%	6%	6%	0%	35%	12%
other benefits	Sick Leave	35%	0%	0%	6%	0%	0%	47%	12%
	Vacation	59%	0%	0%	6%	0%	0%	24%	12%
	Retirement	18%	0%	18%	6%	12%	0%	35%	12%
	Child Care	0%	0%	0%	0%	0%	0%	82%	18%
	Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional full-time benefits include: N/A



## Work Patterns

Hours: Full-time 65%, avg. of 42 hours per week  
Part-time 35%, avg. of 19 hours per week

Shifts: Day-100%  
Swing-41%  
Graveyard-6%  
Other-29% (evenings, weekends)

In this occupation 84% of the employees are male while 16% are female.

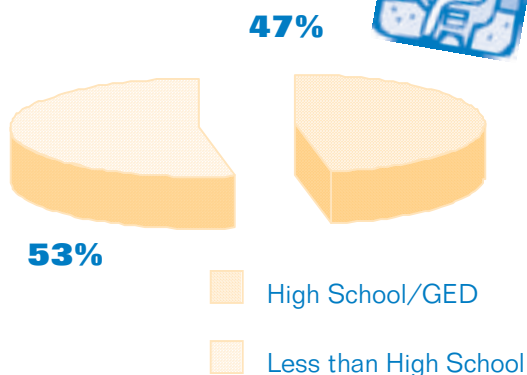


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Walk-in Applicants (69%)
- Employee Referrals (63%)
- Newspaper Ads (69%)

education







## Supply and Demand

Responding employers indicating difficulty finding qualified applicants

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified	X		
Inexperienced		X	



## Size and Trends

Size of Occupation/1,620-2,380

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 46.9% (Much faster than average).

Total employees hired the last 12 months: 38

Resulting from:

- Replacement due to promotions: (0) 0%
- Replacements due to employees leaving: (22) 58%
- New positions: (15) 39%
- Temporary: (1) 3%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	18%	47%	35%
Projected Over the Next 2 Years	6%	53%	41%

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training required:

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	18%	71%	12%
Other Occupational Experience Accepted	0%	100%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	0%	100%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Business math skills, ability to read invoices, record keeping skills, cash handling skills, automotive maintenance and minor repair skills, understanding of inventory techniques, bondable, possession of a valid Class A driver's license, valid Class B driver's license.
Personal/Other Qualifications	Ability to lift at least 50 lbs. repeatedly



## Local Training Providers

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>

Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Fiber Optics Technicians are responsible for the installation of fiber optic cables, making connections and splicing of fiber cables. They may maintain fiber optic systems to the nodes, which includes interconnecting and splicing at the nodes and at the head end. They may make connections to the nodes and repair the system.



## Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$6.00 - \$12.00		\$9.00	
New Hires, Experienced		\$8.50 - \$21.60		\$15.00	
Experienced, After 3 Years with Firm		\$10.00 - \$29.77		\$21.60	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	27%	0%	53%	0%	7%	0%	13%	0%
	Dental	20%	0%	47%	0%	7%	0%	271%	0%
	Vision	7%	0%	20%	0%	7%	0%	67%	0%
	Life	339%	0%	13%	0%	13%	0%	40%	0%
other benefits	Sick Leave	33%	0%	7%	0%	13%	0%	47%	0%
	Vacation	67%	0%	13%	0%	13%	0%	7%	0%
	Retirement	13%	0%	27%	0%	20%	0%	40%	0%
	Child Care	0%	0%	7%	0%	0%	0%	93%	0%
	Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional Full-time benefits include: N/A



## Work Patterns

Hours: Full-time 100%, avg. of 40 hours per week  
 Shifts: Day-100%  
 Swing-40%  
 Graveyard-13%  
 Other-7%

In this occupation 89% of the employees are male, 2% are female.

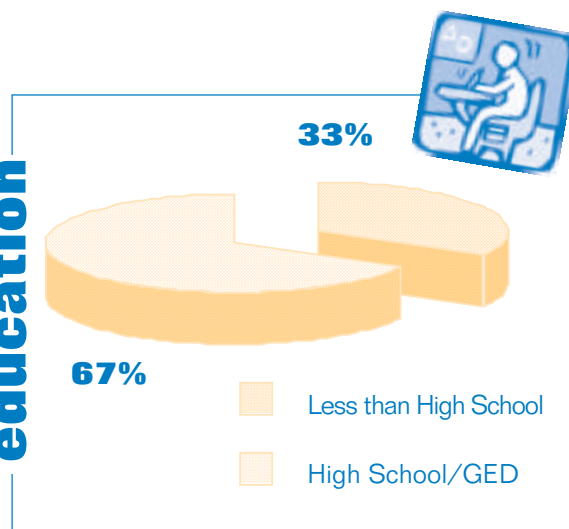


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (100%)
- Newspaper Ads (67%)
- School, Program Referrals (40%)

education





## Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



## Size and Trends

*No Projection Data for this occupation.*

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	47%	53%
Projected Over the Next 2 Years	0%	33%	67%

Total employees hired the last 12 months: 75

Resulting from:

- Replacement due to promotions: (8) 11%
- Replacements due to employees leaving: (18) 24%
- New positions: (47) 63%
- Temporary: (2) 3%

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training required

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	67%	20%	13%
Other Occupational Experience Accepted	22%	78%	N/A
Technical or Vocational Training Required	13%	80%	7%
Training in Lieu of Experience	42%	58%	N/A



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	N/A
Personal/Other Qualifications	N/A



## Local Training Providers

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Financial Managers plan, organize, direct, control, or coordinate financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions. Alternate title: Chief Financial Officer, Business Manager



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	N/A	N/A
New Hires, Experienced	\$12.79 - \$46.03	\$25.97
Experienced, After 3 Years with Firm	\$14.49 - \$49.34	\$19.89

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	38%	0%	63%	0%	0%	0%	0%	0%
	Dental	44%	0%	56%	0%	0%	0%	0%	0%
	Vision	38%	0%	44%	0%	13%	0%	6%	0%
	Life	69%	0%	25%	0%	0%	0%	6%	0%
other benefits	Sick Leave	94%	0%	0%	0%	0%	0%	6%	0%
	Vacation	94%	0%	0%	0%	0%	0%	6%	0%
	Retirement	19%	0%	13%	0%	56%	0%	13%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Additional	13%	0%	0%	0%	0%	0%	0%	0%

Additional full-time benefits include: Mileage Reimbursement



## Work Patterns

Hours: Full-time 100 %, avg. of 40 hours per week

Shifts: Day-100%

Swing-6%

Other-6% (rotating shifts)

In this occupation 55% of the employees are female, 45% are male.

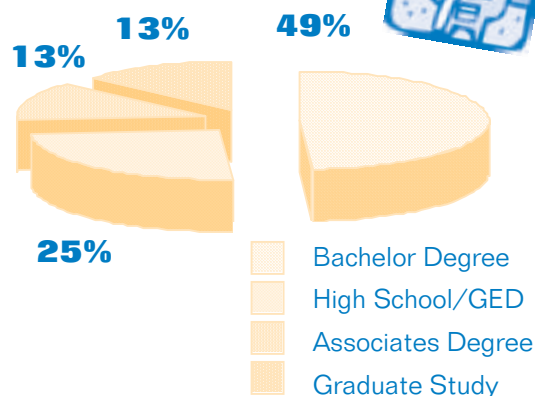


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (81%)
- In-house promotions and transfers (75%)
- Newspaper Ads (56%)

education





## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced	N/A	N/A	N/A



## Size and Trends

Size of Occupation/2,090-2,490

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 19.1% (Faster than average).

Total employees hired the last 12 months:

Replacement due to:

- Promotions: (2) 50%
- Replacements due to employees leaving: (1) 25%
- New positions: (1) 25%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	81%	19%
Projected Over the Next 2 Years	0%	81%	19%

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	100%	0%	0%
Other Occupational Experience Accepted	7%	93%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	19%	81%	N/A



## Skills and Qualifications

Employers reported the following skills/qualifications as being important for this occupation.

Qualifications	Required Qualifications
Basic/Technical Skills	Business math skills. Ability to plan and organize the work of others, report writing skills, cost accounting skills, understanding of regulations affecting financial institutions, ability to apply techniques of statistical analysis, ability to analyze securities, financial planning skills, budget analysis skills, cost analysis skills, ability to hire and assign personnel, ability to interpret actuarial and probability of loss tables, ability to use computers in accounting applications, verbal presentation skills, ability to perform advance mathematical computations.
Personal/Other Qualifications	Ability to read and comprehend information quickly. Ability to work independently.



## Local Training Providers

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



## Description

First line supervisors and managers/supervisors or Production and Operating Workers directly supervise and coordinate activities of production and operating workers, such as testers, precision workers, machine setters and operators, assemblers, fabricators, or plant and system operators. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Manager/Supervisors may also engage, in part, in the same production work as the workers they supervise. Does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision and report them in the occupations which are most closely related to their specific



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$5.75 - \$7.50	\$6.63
New Hires, Experienced	\$6.00 - \$17.05	\$12.00
Experienced, After 3 Years with Firm	\$6.00 - \$30.00	\$15.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	27%	7%	60%	0%	7%	0%	7%	7%
	Dental	7%	7%	53%	0%	13%	0%	27%	7%
	Vision	0%	0%	20%	0%	13%	0%	67%	13%
	Life	20%	7%	27%	0%	7%	0%	47%	7%
other benefits	Sick Leave	27%	0%	7%	0%	7%	0%	60%	13%
	Vacation	73%	7%	13%	0%	7%	0%	7%	7%
	Retirement	7%	0%	47%	0%	13%	0%	33%	13%
	Child Care	0%	0%	7%	0%	7%	0%	87%	13%
	Additional	0%	0%	7%	0%	0%	0%	13%	0%

Additional full-time benefits include: Education Reimbursement



## Work Patterns

Hours: Full-time 98%, avg. of 42 hours per week  
Part-time 2%, avg. of 18 hours per week

Shifts: Day-93%  
Swing-33%  
Graveyard-13%  
Other-7% (rotating shifts)

In this occupation 81% of the employees are male, 19% are female.

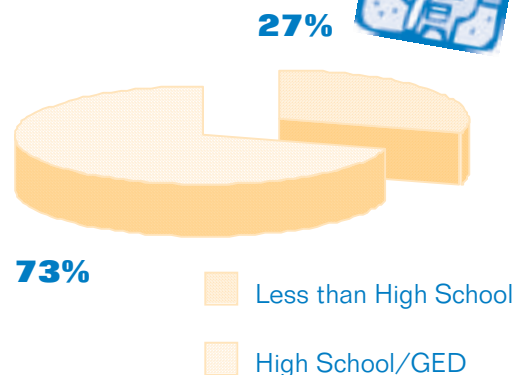


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (100%)
- In-house promotions and transfers (87%)
- Newspaper Ads (80%)

education





## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



## Size and Trends

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



Size of Occupation/1,890-2,420

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 28% (Much faster than average).

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	67%	20%
Projected Over the Next 2 Years	0%	67%	33%

Total employees hired the last 12 months: 16. Resulting from:

- Replacement due to promotions: (4) 25%
- Replacements due to employees leaving: (6) 38%
- New positions: (5) 31%
- Temporary: (1) 6%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	73%	7%	20%
Other Occupational Experience Accepted	43%	57%	0%
Technical or Vocational Training Required	7%	87%	7%
Training in Lieu of Experience	50%	50%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Ability to plan to organize the work of others, ability to explain and follow grievance procedures, ability to follow safe equipment operating practices, ability to perform assembly work, basic construction skills, ability to give oral instructions, problem solving skills, knowledge of technical aspects of subordinates' duties.
Personal/Other Qualifications	Ability to set work priorities, ability to motivate others, ability to work independently, interpersonal skills, ability to work under pressure, customer service skills, ability to deal effectively with difficult individuals, ability to manage unexpected situations or circumstances, ability to manage a multicultural workforce, ability to manage multiple priorities.



## Local Training Providers

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.





## Description

Take care of and do household chores for the elderly and disabled under the supervision of a registered nurse or physical therapist.



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$6.00 - \$9.00	\$7.98
New Hires, Experienced	\$6.20 - \$12.00	\$8.60
Experienced, After 3 Years with Firm	\$6.20 - \$15.50	\$9.09

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurane	Medical	6%	0%	35%	18%	6%	0%	18%	59%
	Dental	6%	0%	41%	12%	6%	0%	12%	65%
	Vision	6%	6%	35%	12%	6%	0%	18%	59%
	Life	24%	6%	6%	0%	24%	6%	12%	65%
other benefits	Sick Leave	35%	6%	6%	6%	6%	0%	18%	65%
	Vacation	41%	12%	12%	12%	6%	0%	6%	53%
	Retirement	18%	0%	6%	6%	18%	6%	24%	65%
	Child Care	0%	0%	6%	6%	12%	6%	47%	65%
	Additional	0%	0%	0%	0%	0%	0%	0%	0%



## Work Patterns

Hours: Full-time 64 %, avg. of 40 hours per week  
Part-time 34%, avg. of 22 hours per week

Shifts: Day-100%  
Swing-53%  
Graveyard-41%  
Other-6% (weekends)

In this occupation 79% of the employees are female, 21% are male.

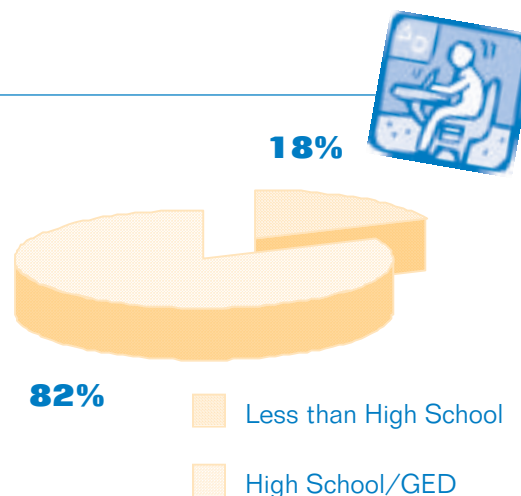


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (82%)
- Newspapers Ads (76%)
- Walk-in Applicants (36%)

education







## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



## Size and Trends

Size of Occupation/340-450

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 32.4% (Much faster than average).

For additional projection information visit:

<http://www.calmis.cahwnet.gov>



## Training and Experience

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	53%	41%
Projected Over the Next 2 Years	6%	59%	35%

Total employees hired the last 12 months: 99. Resulting from:

- Replacement due to promotions: (8) 8%
- Replacements due to employees leaving: (60) 61%
- New positions: (27) 27%
- Temporary (4) 4%

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	47%	24%	29%
Other Occupational Experience Accepted	0%	100%	N/A
Technical or Vocational Training Required	31%	69%	0%
Training in Lieu of Experience	35%	65%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Basic math skills, excellent oral communications. Ability to prepare meals, ability to apply transferring techniques to moving patients, possession of an HHA Certificate, possession of a Certified Nurse Assistant qualification, certificated to perform CPR, possession of a valid driver's license.
Personal/Other Qualifications	Possession of a reliable vehicle, willingness to work with close supervision, ability to work independently.



## Local Training Providers

For additional training information visit:

<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with fork lift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. Does not include Logging Tractor Operators. Alternate title: Forklift Operator/Driver



## Wages and Benefits

Of the firms responding, 78% were non-union while 22% were union.

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$9.90 - \$16.95	\$5.75 - \$13.63	\$12.50	\$8.32
New Hires, Experienced	\$9.70 - \$19.45	\$5.75 - \$14.38	\$11.96	\$10.00
Experienced, After 3 Years with Firm	\$10.85 - \$19.45	\$5.75 - \$19.39	\$12.23	\$14.00

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurane	Medical	33%	0%	56%	0%	4%	0%	7%	0%
	Dental	15%	0%	48%	0%	7%	0%	30%	0%
	Vision	19%	0%	22%	0%	7%	0%	52%	4%
	Life	44%	0%	26%	0%	0%	0%	30%	0%
other benefits	Sick Leave	33%	0%	7%	0%	0%	0%	59%	0%
	Vacation	78%	0%	7%	0%	0%	0%	15%	0%
	Retirement	33%	0%	33%	0%	11%	0%	22%	0%
	Child Care	4%	0%	0%	0%	0%	0%	96%	4%
	Additional	0%	0%	0%	0%	0%	0%	4%	0%



## Work Patterns

In this occupation 98% of the employees are male, 2% are female.

Hours: Full-time 100%, Avg. of 42 hours per week  
 Shifts: Day-93%  
 Swing-44%  
 Graveyard-22%  
 Other-4% (on the road drivers)

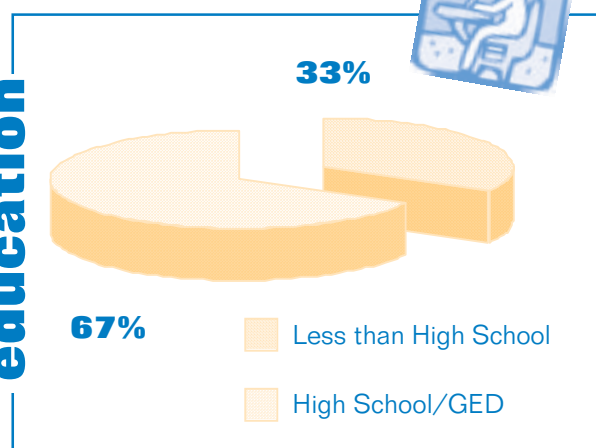


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Newspaper Ads (81%)
- Employee Referrals (70%)
- Walk-in Applicants (70%)

education





## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation/2,080-2,540

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 22.1% (Faster than average).

For additional projection information visit:

<http://www.calmis.cahwnet.gov>



Employment Levels	Decline	Remain Stable	Grow
During the Past Year	4%	67%	30%
Projected Over the Next 2 Years	4%	70%	26%

Total employees hired the last 12 Months: 4

Resulting from:

Replacement due to Promotions: (22) 17%

Replacements due to employees leaving: (82) 62%

New positions: (23) 17%

Temporary: (6) 5%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	59%	11%	30%
Other Occupational Experience Accepted	14%	86%	0%
Technical or Vocational Training Required	11%	85%	4%
Training in Lieu of Experience	33%	67%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Automobile maintenance, minor repair skills, forklift driver certificate.
Personal/Other Qualifications	Mechanical aptitude, basic math skills, ability to read and follow directions, excellent oral communication skills.



## Local Training Providers

For additional training information visit:

<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Non-vocational Education Instructors teach or instruct out-of-school youths and adults in courses other than those that normally lead to an occupational objective and are less than the baccalaureate level. Subjects may include self-improvement or non-vocational courses, such as Americanization, basic education, art, drama, music, bridge, homemaking, stock market analysis, languages, modeling, flying, dancing, and automobile driving. They teach in public or private schools or in an organization whose primary business is other than education. Alternate title: Teacher



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$5.75 - \$28.20	\$8.00
New Hires, Experienced	\$6.50 - \$20.00	\$12.00
Experienced, After 3 Years with Firm	\$8.00- \$30.70	\$15.05

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurane	Medical	25%	0%	13%	0%	0%	6%	19%	81%
	Dental	19%	0%	6%	0%	0%	6%	31%	81%
	Vision	13%	0%	13%	0%	6%	6%	31%	81%
	Life	13%	6%	0%	0%	0%	6%	38%	75%
other benefits	Sick Leave	44%	19%	0%	0%	0%	0%	13%	69%
	Vacation	31%	6%	0%	0%	0%	0%	25%	81%
	Retirement	19%	6%	0%	0%	6%	6%	31%	75%
	Child Care	6%	0%	0%	0%	0%	0%	50%	88%
	Additional	0%	0%	0%	0%	0%	0%	6%	0%



## Work Patterns

In this occupation 57% of the employees are female, 43% are male.

Hours: Full-time 30%, avg. of 38 hours per week  
Part-time 54%, avg. of 18 hours per week  
Temp/On-Call. avg. of 16% hours per week  
Shifts: Day-94%  
Swing-50%  
Graveyard-6%  
Other-13% (morning/afternoon calls)

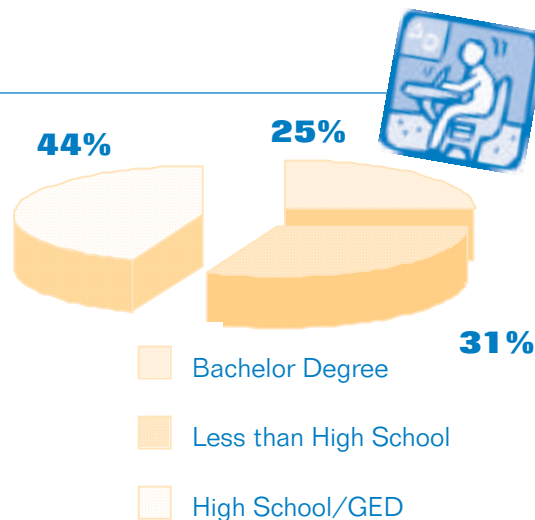


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (88%)
- In-house promotions and transfers (38%)
- Walk-in Applicants (38%)

education





## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



## Size and Trends

Size of Occupation/3,090-5,020

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 33.3% (Much faster than average).

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	22%	65%
Projected Over the Next 2 Years	2%	7%	91%

Replacements due to employees leaving: (10) 22%

New positions: (19) 41%

Temporary: (1) 2%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	50%	13%	38%
Other Occupational Experience Accepted	17%	83%	0%
Technical or Vocational Training Required	19%	81%	0%
Training in Lieu of Experience	64%	36%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	N/A
Personal/Other Qualifications	N/A

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



## Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis.



## Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$6.00 - \$12.79		\$6.00	
New Hires, Experienced		\$6.00 - \$21.31		\$12.79	
Experienced, After 3 Years with Firm		\$7.00 - \$24.29		\$17.05	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurane	Medical	53%	0%	27%	0%	7%	0%	13%	20%
	Dental	47%	0%	13%	0%	13%	0%	27%	20%
	Vision	27%	0%	7%	0%	13%	0%	53%	20%
	Life	47%	0%	0%	0%	13%	0%	40%	20%
other benefits	Sick Leave	80%	0%	7%	0%	0%	0%	13%	20%
	Vacation	87%	7%	7%	0%	0%	0%	7%	13%
	Retirement	27%	0%	7%	0%	13%	6%	53%	20%
	Child Care	0%	0%	0%	0%	0%	0%	100%	20%
	Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional full-time benefits include: N/A



## Work Patterns

Hours: Full-time 82%, avg. of 42 hours per week.  
Part-time 13%, avg. of 12 hours per week.  
Temp/On-call 5%, avg. of 20 hours per week.

Shifts: Day-93%  
Swing-7%

In this occupation 53% of the employees are female,  
47% are male.

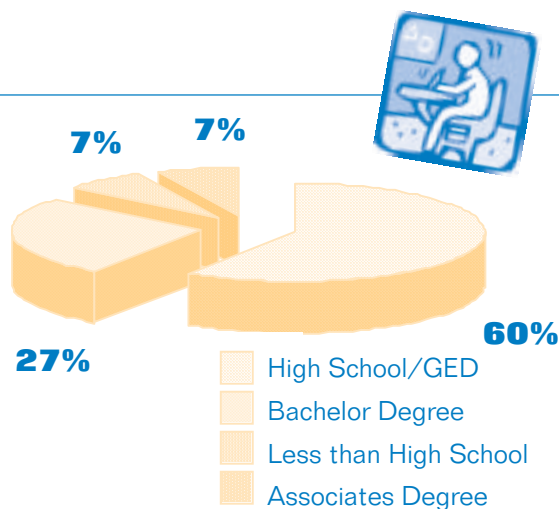


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (80%)
- Newspaper Ads (67%)
- Internet (47%)

education





## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation/1,050-1,280

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 21.9% (average).

Total employees hired the last 12 Months: 18

Resulting from:

- Replacement due to promotions: (1) 6%
- Replacements due to employees leaving: (2) 11%
- New positions: (11) 61%
- Temporary: (4) 22%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	47%	53%
Projected Over the Next 2 Years	0%	47%	53%

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	73%	20%	7%
Other Occupational Experience Accepted	25%	75%	0%
Technical or Vocational Training Required	7%	87%	7%
Training in Lieu of Experience	33%	67%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Ability to manage an activity or department. Supervisory skills, ability to analyze and use market research data. Understanding of labor relations' practices. Media advertising sales skills.
Personal/Other Qualifications	Ability to work independently, ability to maintain good customer relations, ability to maintain good business relationships. Ability to manage unexpected situations or



## Local Training Providers

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments. Alternate title: Front Office Secretaries, Medical Receptionist



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$6.50 - \$7.00	\$6.75
New Hires, Experienced	\$6.50 - \$11.97	\$7.75
Experienced, After 3 Years with Firm	\$8.00 - \$13.96	\$9.63

Of the firms responding, 93% were non-union while 7% were union.

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurane	Medical	50%	0%	29%	0%	0%	0%	21%	0%
	Dental	29%	0%	14%	0%	0%	0%	57%	0%
	Vision	14%	0%	21%	0%	0%	0%	64%	0%
	Life	7%	0%	0%	0%	0%	0%	93%	0%
other benefits	Sick Leave	29%	0%	7%	0%	0%	0%	64%	0%
	Vacation	36%	0%	7%	0%	0%	0%	57%	0%
	Retirement	7%	0%	14%	0%	0%	0%	79%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Additional	0%	0%	0%	0%	0%	0%	21%	0%



## Work Patterns

Hours: Full-time 89%, avg. of 39 hours per week

Part-time 11%, avg. of 22 hours per week

Shifts: Day-100%

In this occupation 98% of the employees are female, 2% are male.

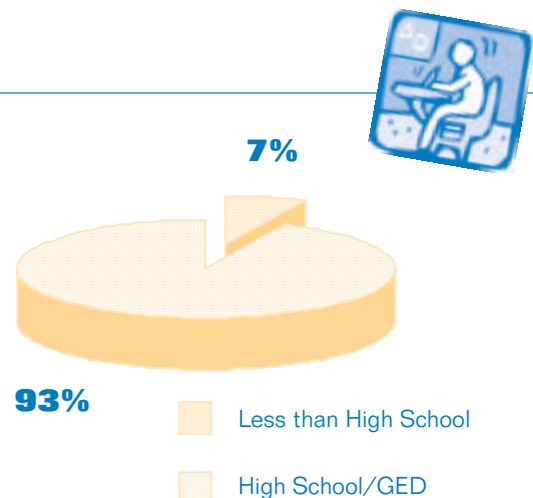


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (79%)
- School, Program Referrals (57%)
- Walk-in Applicants (57%)

education







## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation/510-520

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 2% (No significant change, remain stable).

Total employees hired the last 12 months: 24

Resulting from:

- Replacement due to promotions: (3) 13%
- Replacements due to employees leaving: (12) 50%
- New positions: (9) 38%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	57%	43%
Projected Over the Next 2 Years	0%	57%	43%

For additional projection information visit:

<http://www.calmis.cahwnet.gov>



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	71%	0%	29%
Other Occupational Experience Accepted	23%	77%	N/A
Technical or Vocational Training Required	7%	86%	7%
Training in Lieu of Experience	43%	57%	N/A



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Ability to complete and explain insurance forms, ability to operate a transcribing machine, ability to follow billing procedures, certified in Medical Transcription as CMT, knowledge of medical terminology, ability to take dictation of at least 100 words per minute, ability to type at least 60 words per minute. Basic math skills, ability to read and follow instructions.

For additional training information visit:

<http://sti.soicc.ca.gov/sti>



## Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Operating Engineers operate several types of power construction equipment, such as compressors, pumps, hoists, derricks, and cranes. Shovels, tractors, scrapers, or motor graders to excavate, move and grade earth, erect structures, or pour concrete or other hard surface paving. They may repair and maintain equipment in addition to other duties. Does not include workers who specialize in operation of a single type of heavy equipment such as a bulldozer or crane.



## Wages and Benefits

Of the firms responding, 56% were non-union while 44% were

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$27.00 - \$40.55	\$7.00 - \$10.00	\$28.54	\$8.00
New Hires, Experienced	\$18.50 - \$40.55	\$10.00 - \$17.00	\$28.00	\$14.00
Experienced, After 3 Years with Firm	\$18.50 - \$40.55	\$14.00 - \$20.00	\$28.77	\$18.00

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
insurane		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	44%	0%	28%	0%	6%	0%	13%	0%
	Dental	25%	0%	19%	0%	13%	0%	44%	0%
	Vision	25%	0%	13%	0%	6%	0%	56%	0%
	Life	25%	0%	19%	0%	6%	0%	50%	0%
other benefits		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Sick Leave	25%	0%	0%	0%	0%	0%	75%	0%
	Vacation	75%	0%	0%	0%	0%	0%	25%	0%
	Retirement	44%	0%	13%	0%	6%	0%	38%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Additional	0%	0%	0%	0%	0%	0%	6%	0%

Additional full-time benefits include: N/A



## Work Patterns

In this occupation 98% of the employees are male, 2% are female.

Hours: Full-time 88%, avg. of 40 hours per week  
Part-time-1%  
Temporary/On-call 12%

Shifts: Day-100%  
Swing-6%  
Other-6% (4/10 hour days)

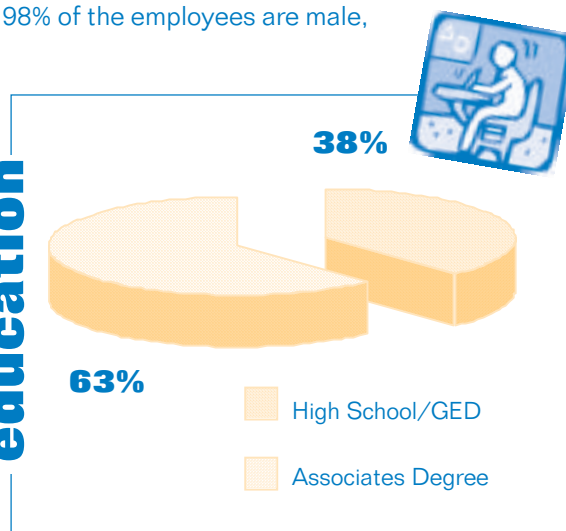


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (75%)
- In-house promotions and transfers (63%)
- Newspaper Ads (50%)

education





## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



## Size and Trends

Size of Occupation/700-840

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 20% (Average).

Total employees hired the last 12 months: 109  
Resulting from:

- Replacement due to promotions: (7) 6%
- Replacements due to employees leaving: (28) 26%
- New positions: (24) 22%
- Temporary positions: (50) 46%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	31%	56%
Projected Over the Next 2 Years	13%	56%	31%



## Training and Experience

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	63%	31%	6%
Other Occupational Experience Accepted	30%	70%	0%
Technical or Vocational Training Required	6%	88%	6%
Training in Lieu of Experience	27%	73%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Automotive maintenance and minor repair skills. Ability to read blue prints, ability to read working drawings, ability to follow safe equipment operating practices, basic construction skills, certified for special construction equipment.
Personal/Other Qualifications	Ability to pass a pre-employment medical examination, ability to lift at least 50 lbs. repeatedly. Possession of mechanical aptitude, willingness to work with close supervision, ability to work independently, possession of a good DMV driving record.



## Local Training Providers

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes, or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records, and assigning rooms. They counsel residents in identifying and resolving social and other problems. They order supplies and determine need for maintenance, repairs, and furnishings. Alternate title: Case Manager, Residential Manager, Activity/Resident Director.



## Wages and Benefits

Experience		Range		Median		Of the firms responding, 100% were non-union.			
New Hires, No Experience		\$5.75 - \$13.14		\$6.71					
New Hires, Experienced		\$5.75 - \$12.44		\$8.00					
Experienced, After 3 Years with Firm		\$5.77 - \$15.10		\$9.00					
Benefits    Employer Pays All    Share the Cost    Employee Pays All    Not Provided									
insurane		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	24%	6%	71%	0%	0%	0%	5%	24%
	Dental	29%	6%	47%	0%	0%	0%	24%	24%
	Vision	24%	6%	35%	0%	6%	0%	35%	24%
	Life	41%	0%	12%	0%	6%	6%	41%	29%
other benefits	Sick Leave	76%	0%	0%	0%	0%	0%	24%	29%
	Vacation	76%	6%	12%	0%	0%	0%	12%	24%
	Retirement	12%	6%	18%	0%	18%	0%	53%	24%
	Child Care	0%	0%	0%	0%	0%	0%	100%	29%
	Additional	6%	0%	0%	0%	0%	0%	6%	6%

Additional full-time benefits include: Short Term/Long Term Disability



## Work Patterns

Hours: Full-time 81%, avg. of 40 hours per week  
 Part-time 12%, avg. of 24 hours per week  
 Temp/on-call 7%, avg. of 15 hours per week

Shifts: Day-100%  
 Swing-76%  
 Graveyard-59%  
 Other-65% (weekends, on-call, 24/7).



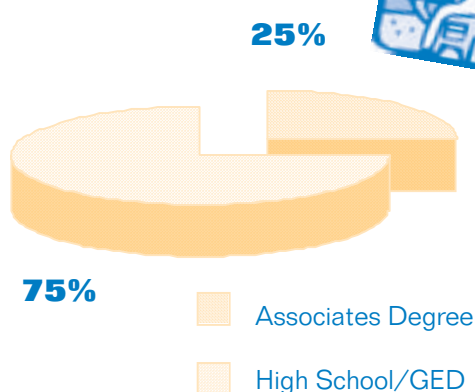
## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (82%)
- Newspaper Ads (71%)
- Walk-in Applicants (29%)
- College/Universities (29%)

In this occupation 60% of employees are female, 40% are male.

education





## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	0%	18%	29%	12%
Inexperienced	12%	18%	12%	0%



## Size and Trends

Size of Occupation/880-1,230

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 39.8% (Much faster than average).

Total employees hired the last 12 Months: 203 employees  
Resulting from:

- Replacement due to Promotions: 18 (9%)
- Replacements due to Employees leaving: 112 (55%)
- New Positions: 14 (7%)
- Temporary Positions: 59 (29%)

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	71%	29%
Projected Over the Next 2 Years	6%	53%	41%

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	59%	18%	24%
Other Occupational Experience Accepted	14%	86%	N/A
Technical or Vocational Training Required	6%	82%	12%
Training in Lieu of Experience	29%	71%	N/A



## Skills and Qualifications

Qualifications	Required Qualifications
Basic/Technical Skills	Ability to plan and organize the work of others, record keeping skills, merchandise ordering skills, ability to write effectively, problem solving skills, ability to implement a progressive discipline process. Basic math skills, ability to read and follow instructions, ability to write legibly, oral communications skills.

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



## Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Storage and Distribution Managers, plan, direct and coordinates the activities of workers, such as forklift operators, shipping clerks and material movers, engaged in storage and distribution of materials and products. Their duties include use of manual or electronic means to establish and maintain operational procedures for verification of incoming and outgoing shipments, handling and disposition of merchandise, and maintaining of warehouse inventories. They work with other department heads to coordinate activities with need in production, sales and purchasing. They plan and oversee facilities and equipment maintenance and repair. Alternate title: Warehouse Manager, Facility Manager.



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$11.50 - \$17.26	\$16.00
New Hires, Experienced	\$9.00 - \$19.18	\$16.39
Experienced, After 3 Years with Firm	\$11.50 - \$25.57	\$19.10

Of the firms responding, 93% were non-union and 7% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	29%	0%	64%	0%	7%	0%	0%	0%
	Dental	21%	0%	64%	0%	14%	0%	0%	0%
	Vision	21%	0%	50%	0%	14%	0%	14%	0%
	Life	71%	0%	14%	0%	7%	0%	7%	0%
other benefits	Sick Leave	86%	0%	0%	0%	0%	0%	14%	0%
	Vacation	86%	0%	7%	0%	0%	0%	7%	0%
	Retirement	50%	0%	29%	0%	7%	0%	14%	0%
	Child Care	7%	0%	0%	0%	7%	0%	86%	0%
	Additional	21%	0%	0%	0%	0%	0%	0%	0%



## Work Patterns

In this occupation 85% of the employees are male, 15% are female.

Hours: Full-time 100%, avg. of 42 hours per week  
 Shifts: Day-100%  
 Swing-36%  
 Graveyard-21%  
 Other-14% (24 hours a day, 7 days a week)

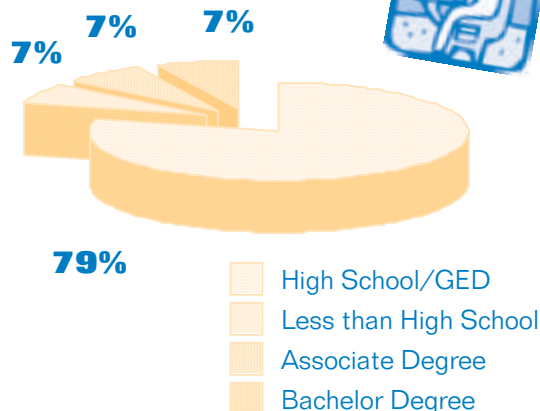


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (69%)
- In-house promotions and transfers (69%)
- Newspaper Ads (54%)

education





## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

No Projection Data for this occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	79%	14%
Projected Over the Next 2 Years	0%	71%	29%

Total employees hired the last 12 Months: 69

Resulting from:

- Replacement due to Promotions: (41) 59%
- Replacements due to Employees leaving: (17) 25%
- New Positions: (11) 16%

For additional projection information visit:

<http://www.calmis.cahwnet.gov>



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	57%	21%	21%
Other Occupational Experience Accepted	9%	91%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	18%	82%	N/A



## Skills and Qualifications

Qualifications	Required Qualifications
Basic/Technical Skills	N/A
Personal/Other Qualifications	N/A

For additional training information visit:

<http://sti.soicc.ca.gov/sti>



## Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.





## Description

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Does not include persons working primarily as engineers, mathematicians, programmers, or scientists. Alternate title: System Administrator



## Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		N/A		N/A	
New Hires, Experienced		\$9.00 - \$21.58		\$17.85	
Experienced, After 3 Years with Firm		\$10.00 - \$31.16		\$21.58	

*Of the firms responding, 100% were non-union.*

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	40%	0%	47%	0%	0%	0%	13%	7%
	Dental	27%	0%	40%	0%	13%	0%	20%	7%
	Vision	13%	0%	27%	0%	7%	0%	53%	7%
	Life	13%	0%	27%	0%	7%	0%	53%	7%
other benefits	Sick Leave	60%	0%	20%	0%	0%	0%	20%	7%
	Vacation	80%	0%	13%	0%	0%	0%	7%	7%
	Retirement	20%	0%	27%	0%	13%	0%	40%	7%
	Child Care	0%	0%	7%	0%	0%	0%	93%	7%
	Additional	0%	0%	0%	0%	7%	0%	7%	0%

*Additional full-time benefits include: N/A*



## Work Patterns

Hours: Full-time 98%, avg. of 40 hours per week  
Part-time 2%, avg. of 25 hours per week

Shifts: Day-100%  
Swing-7%

In this occupation 63% of the employees are male while 37% are female.

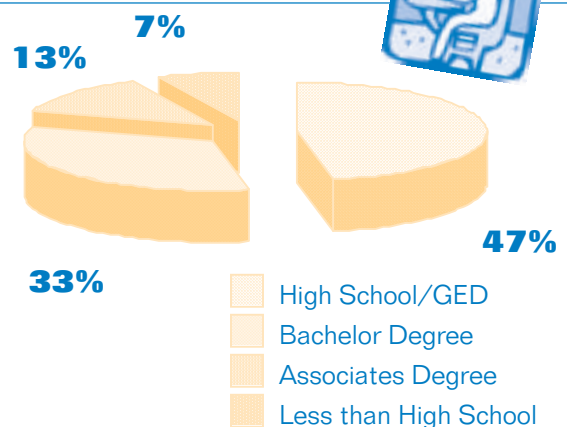


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (80%)
- Newspaper Ads (60%)
- In-house promotions and transfers (53%)

education







## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced	N/A	N/A	N/A



## Size and Trends

Size of Occupation/570-850

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 49.1% (Much faster than average).

Total employees hired the last 12 months: 21  
Resulting from:

- Replacement due to promotions: (5) 24%
- Replacements due to employees leaving: (9) 43%
- New positions: (5) 24%
- Temporary: (2) 10%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	80%	13%
Projected Over the Next 2 Years	0%	60%	40%



## Training and Experience

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	100%	0%	0%
Other Occupational Experience Accepted	21%	79%	0%
Technical or Vocational Training Required	27%	60%	13%
Training in Lieu of Experience	27%	73%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Knowledge of Algebra, ability to prepare flow charts, ability to use COBOL, knowledge of mainframe hardware and operating systems, knowledge of microcomputer and operating systems, ability to use C programming language, knowledge of UNIX, ability to use database software, ability to use business applications software, ability to use scientific applications software, ability to use engineering applications software, understanding of wide area networks, ability to set up and maintain multi-user systems, understanding of local area networks (LAN), ability to write effectively.
Personal/Other Qualifications	Customer service skills



## Local Training Providers

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.

**San Bernardino County CCOIS**

2000



## Description

Kindergarten Teachers teach elemental natural and social science, personal hygiene, music, art, and literature to children from 4 to 6 years old. Promote physical, mental and social development. May require State Certification.



## Wages and Benefits

Of the firms responding, 64% were union, 36% were non-union.

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$15.31 - \$18.18	\$7.00 - \$21.14	\$17.16	\$16.04
New Hires, Experienced	\$16.45 - \$21.05	\$7.50 - \$21.14	\$17.85	\$15.38
Experienced, After 3 Years with Firm	\$18.18 - \$24.35	\$8.25 - \$25.00	\$21.07	\$16.27

		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
Benefits		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	79%	0%	14%	21%	0%	0%	0%	14%
	Dental	93%	7%	0%	14%	0%	0%	0%	14%
	Vision	79%	7%	0%	14%	0%	0%	14%	14%
	Life	86%	0%	0%	14%	0%	0%	7%	21%
other benefits	Sick Leave	86%	7%	0%	0%	7%	7%	0%	7%
	Vacation	43%	7%	7%	0%	7%	0%	36%	29%
	Retirement	50%	7%	14%	0%	7%	6%	21%	29%
	Child Care	0%	0%	7%	7%	0%	6%	86%	21%
	Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional full-time benefits include: N/A



## Work Patterns

Hours: Full-time 99%, avg. of 35 hours per week

Part-time 1%, avg. of 19 hours per week

Shifts: Day-100%

In this occupation 73% of the employees are female, 27% are male.

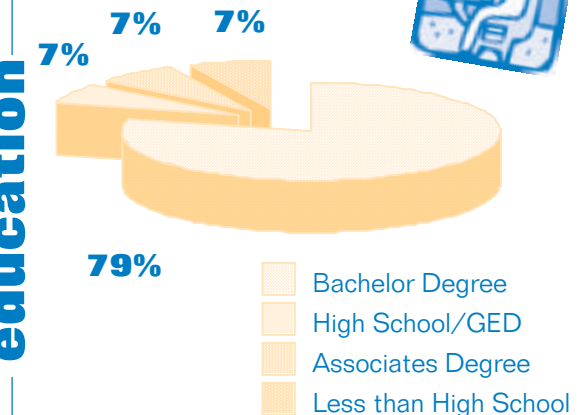


## Recruitment Methods

The following are among the most successful methods of recruitment:

- School, Program Referrals (43%)
- Walk-in Applicants (36%)
- Internet (29%)
- Employee Referrals (29%)

education





## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation/1,110-1,400

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 26.1% (Faster than average).

Total employees hired the last 12 Months: 99  
Resulting from:

- Replacement due to promotions: (1) 2%
- Replacements due to employees leaving: (36) 55%
- New positions: (28) 43%
- Temporary (0)

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	57%	43%
Projected Over the Next 2 Years	0%	64%	36%

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	7%	57%	36%
Other Occupational Experience Accepted	17%	83%	83%
Technical or Vocational Training Required	0%	93%	7%
Training in Lieu of Experience	0%	100%	N/A



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	N/A
Personal/Other Qualifications	N/A

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



## Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Special Education Teachers teach elementary and secondary school subjects to educationally and physically challenged students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.



## Wages and Benefits

Experience				Range		Median		Of the firms responding, 87% were union while 13% were non-union.	
New Hires, No Experience				\$13.95 - \$18.50		\$15.40			
New Hires, Experienced				\$13.95 - \$20.00		\$16.98			
Experienced, After 3 Years with Firm				\$14.60 - \$24.44		\$17.53			
Employer Pays All				Share the Cost		Employee Pays All		Not Provided	
Benefits									
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	87%	0%	13%	0%	0%	0%	0%	0%
	Dental	93%	0%	7%	0%	0%	0%	0%	0%
	Vision	93%	0%	7%	0%	0%	0%	0%	0%
	Life	100%	0%	0%	0%	0%	0%	0%	0%
other benefits	Sick Leave	100%	0%	0%	0%	0%	0%	0%	0%
	Vacation	87%	0%	0%	0%	0%	0%	13%	0%
	Retirement	80%	0%	13%	0%	7%	0%	0%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Additional	0%	0%	0%	0%	0%	0%	7%	0%

Additional full-time benefits include: N/A



## Work Patterns

Hours: Full-time 100%, avg. of 38 hours per week  
Shifts: Day-100%  
In this occupation 73% of the employees are female while 27% are male.

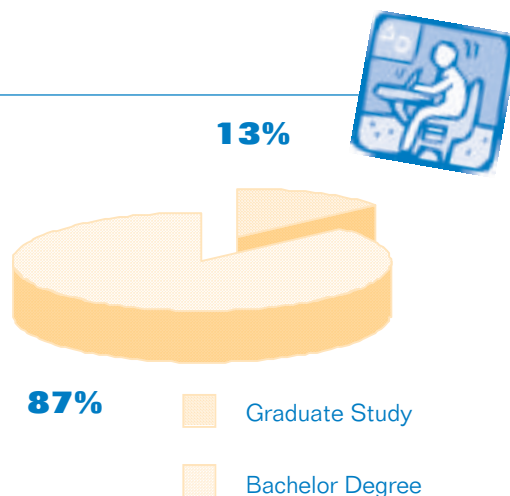


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Colleges/Universities (93%)
- School, Program Referrals (67%)
- Walk-in Applicants (40%)

education





## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



## Size and Trends

Size of Occupation/2,160-3,090 It is projected that during the 1997-2004 period this occupation will experience a growth rate of 43.1% (Much faster than average).

Total employees hired the last 12 months: 60  
Resulting from:

- Replacement due to promotions: (2) 3%
- Replacements due to employees leaving: (29) 48%
- New positions: (29) 48%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	67%	33%
Projected Over the Next 2 Years	0%	53%	47%



## Training and Experience

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	20%	53%	27%
Other Occupational Experience Accepted	14%	86%	N/A
Technical or Vocational Training Required	14%	86%	N/A
Training in Lieu of Experience	20%	53%	27%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Sign language skills, ability to read Braille, ability to teach physical education, ability to use computers as a teaching tool, ability to plan and organize training programs, ability to write effectively.
Personal/Other Qualifications	Ability to handle crisis situations, willingness to travel, imagination and creativity, ability to work independently, ability to maintain classroom discipline, ability to exercise patience.



## Local Training Providers

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



## Description

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks and workers whose primary duties involve weighing and checking.



## Wages and Benefits

Experience				Range		Median		Of the firms responding, 100% were non-union.	
New Hires, No Experience				\$6.00 - \$10.00		\$7.75			
New Hires, Experienced				\$6.25 - \$12.57		\$8.78			
Experienced, After 3 Years with Firm				\$6.75 - \$14.00		\$10.00			
Employer Pays All				Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	25%	0%	56%	13%	6%	13%	0%	6%
	Dental	13%	0%	44%	13%	25%	13%	6%	6%
	Vision	6%	0%	13%	6%	19%	13%	50%	13%
	Life	44%	13%	13%	6%	0%	6%	31%	6%
other benefits	Sick Leave	56%	13%	6%	0%	0%	0%	25%	19%
	Vacation	81%	25%	6%	0%	0%	0%	0%	6%
	Retirement	31%	6%	25%	6%	19%	6%	13%	13%
	Child Care	0%	0%	0%	0%	6%	6%	81%	25%
	Additional	0%	0%	0%	0%	0%	0%	0%	6%

Additional full-time benefits include: N/A



## Work Patterns

Hours: Full-time 82%, avg. of 40 hours per week  
Part-time 16%, avg. of 26 hours per week  
Temp. 2%, avg. of 30 hours per week

Shifts: Day-100%  
Swing-25%  
Graveyard-19%  
Other-6% (Holiday)

In this occupation 69% of the employees are male, 31% are female.

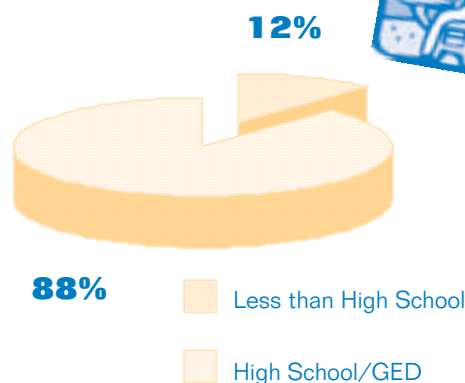


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (88%)
- Newspaper Ads (75%)
- Walk-in Applicants (50%)

education





## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



## Size and Trends

Size of Occupation/4,360-4,810

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 10.3% (Slower than average).

Total employees hired the last 12 months: 65

Resulting from:

- Replacement due to promotions: (26) 40%
- Replacements due to employees leaving: (11) 17%
- New positions: (16) 25%
- Temporary: (12) 18%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	56%	38%
Projected Over the Next 2 Years	6%	44%	50%



## Training and Experience

For additional projection information visit:

<http://www.calmis.cahwnet.gov>



Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	25%	44%	31%
Other Occupational Experience Accepted	38%	63%	N/A
Technical or Vocational Training Required	6%	94%	0%
Training in Lieu of Experience	44%	56%	N/A



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Basic math skills, ability to read and follow instructions, oral communication skills. Ability to operate a forklift, understanding of inventory techniques, ability to type at least 30 wpm.
Physical Qualifications	Ability to lift at least 60 lbs. repeatedly. Ability to stand continuously for 2 or more hours.



## Local Training Providers

For additional training information visit:

<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.





## Description

Ultrasound Technologists, also known as sonographers, use high frequency sound waves into areas of the patient's body; the equipment then collects reflected echoes to form an image. They explain the procedure, record additional medical history, and then position the patient for testing. Viewing a screen as the scan takes place, they look for subtle differences between healthy and pathological areas, decide which images to include, and judge if the images are satisfactory for diagnostic purposes. Ultrasound technicians may specialize in neurosonography (the brain), vascular (blood flows), echocardiography (the heart), abdominal (the liver, kidneys, spleen, and pancreas).



## Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$14.00 - \$22.85		\$18.05	
New Hires, Experienced		\$14.00 - \$22.85		\$18.21	
Experienced, After 3 Years with Firm		\$14.00 - \$25.02		\$20.75	

*Of the firms responding, 100% were non-union.*

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	25%	6%	63%	19%	0%	6%	0%	6%
	Dental	13%	0%	63%	13%	0%	6%	13%	19%
	Vision	6%	0%	56%	19%	6%	0%	19%	19%
	Life	38%	6%	25%	0%	6%	0%	19%	31%
other benefits	Sick Leave	69%	19%	13%	0%	0%	6%	6%	13%
	Vacation	63%	13%	13%	0%	0%	0%	13%	25%
	Retirement	19%	6%	31%	6%	19%	0%	19%	253%
	Child Care	0%	0%	6%	0%	31%	13%	50%	25%
	Additional	6%	0%	0%	0%	0%	0%	0%	6%



## Work Patterns

Hours: Full-time 90%, avg. of 40 hours per week  
 Part-time 6%, avg. of hours per week  
 Temp/On-Call, avg of hours per week

Shifts% Day-100%  
 Swing-25%  
 Graveyard-6%  
 Other-6% (8 and 10 hour shifts)



## Recruitment Methods

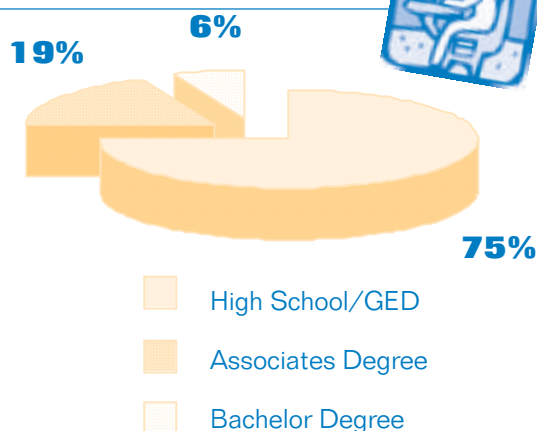
The following are among the most successful methods of recruitment:

- Employee Referrals (100%)
- Newspaper Ads (63%)
- School, Program Referrals (44%)

Additional full-time benefits include: N/A

In this occupation 79% of the employees are female, 21% are male.

education







## Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



## Size and Trends

No Projection Data for this occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	56%	38%
Projected Over the Next 2 Years	6%	44%	50%

Total employees hired the last 12 months: 15

Resulting from:

- Replacement due to promotions: 0
- Replacements due to employees leaving: (12) 80%
- New positions: (1) 7%
- Temporary: (2) 13%

For additional projection information visit:  
<http://www.calmis.cahwnet.gov>



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	56%	13%	31%
Other Occupational Experience Accepted	14%	86%	N/A
Technical or Vocational Training Required	44%	56%	0%
Training in Lieu of Experience	36%	64%	N/A



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	N/A
Personal/Other Qualifications	N/A

For additional training information visit:  
<http://sti.soicc.ca.gov/sti>



## Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.

# Occupations Studied in 1999

Bus Drivers – School  
Cashiers  
Child Care Workers  
Cooks – Restaurant  
Cooks – Specialty Fast Food  
Dental Assistants  
Electricians  
Food Preparation Workers  
Guards and Watchguards  
Janitors and Cleaners (except Maids and Housekeeping Cleaners)  
Lathe and Turning Machine Tool Setters and Set-Up Operators  
Machinists  
Maintenance Repairers – General Utility  
Painting, Coating and Spraying Machine Operators  
Receptionists and Information Clerks  
Refuse Collectors  
Registered Nurses  
Salespersons – Retail (except Vehicle Sales)  
Stock Clerks – Stockroom  
Teachers and Instructors – Vocational Education and Training  
Teachers – Preschool  
Truck Drivers – Heavy or Tractor Trailer  
Truck Drivers – Light, including Delivery and Route Workers  
Waiters and Waitresses  
Welders and Cutters





## Description

School Bus Drivers transport students between pick-up points and school. They maintain order during the trip and adhere to safety rules when loading and unloading pupils. Alternate title is School Transport Driver.



## Wages and Benefits

Of the firms responding, 69% were union, 31% were non-union.

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$8.10 - \$12.46	N/A	\$11.41	N/A
New Hires, Experienced	\$9.58 - \$13.17	\$7.00 - \$12.64	\$11.41	\$10.23
Experienced, After 3 Years with Firm	\$9.58 - \$15.06	\$8.25 - \$15.37	\$13.17	\$12.15

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	56%	29%	6%	29%	0%	0%	13%	93%
	Dental	56%	21%	6%	36%	0%	0%	13%	43%
	Vision	50%	14%	6%	36%	0%	0%	19%	50%
	Life	50%	29%	6%	21%	0%	0%	19%	50%
other benefits	Sick Leave	63%	50%	0%	7%	0%	0%	13%	43%
	Vacation	63%	50%	0%	7%	0%	0%	13%	43%
	Retirement	31%	14%	25%	43%	0%	0%	19%	43%
	Child Care	0%	0%	0%	0%	0%	0%	75%	100%
	Additional	0%	0%	0%	0%	6%	0%	0%	6%

Additional full-time benefits include: Disability Insurance.



## Work Patterns

Hours: Full-time 19%, average of 40 hours per week.  
Part-time 75%, average of 28 hours per week.  
Temporary, on-call 6%, average 20 hours per week.  
Shifts: Day 100%, swing 19%, other 19% (afternoons, split shifts, substitutes).  
70% of employees are female, 30% are male.

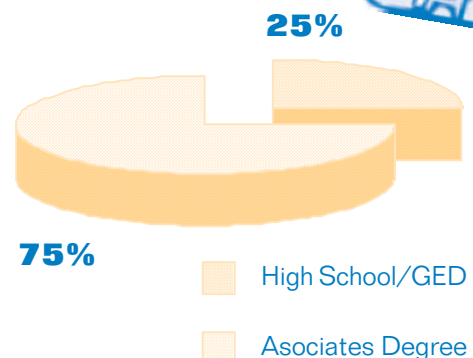


## Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads

education





## Supply and Demand

Employer demand is somewhat greater than the supply of fully experienced and qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. Employer demand is considerable greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.



## Size and Trends

Size of Occupation: 1,410-2,310 (Large)

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 63.8% (much faster than average).

Total employees hired the last 12 months: 45

Resulting from:

- Employees leaving: 24%
- Temporary positions: 47%
- New positions: 29%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	56%	36%
Projected Over the Next 2 Years	70	44%	76%



## Training and Experience

Types of training required: School Bus Certification, CHP passed training.

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	50%	25%	25%
Other Occupational Experience Accepted	25%	75%	0%
Technical or Vocational Training Required	50%	50%	0%
Training in Lieu of Experience	25%	75%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Personal/Other Qualifications
Basic math skills, Ability to read and follow instructions, Ability to write legibly, Oral communication skills, Automotive maintenance and minor repair skills, Ability to administer emergency first aid, Tire changing skills Map reading skills, Ability to perform CPR, Possession of a valid Class B driver's license	Ability to handle crisis situations, Willingness to work with close supervision, Ability to work independently, Ability to work under pressure, Possession of a good DMV driving record, Ability to exercise patience



## Local Training Providers

- Baldy View ROP
- Colton-Redlands ROP
- Goodwill Industries of the Inland Counties
- Lucerne Valley ROP

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers. Alternate title: Clerk.



## Wages and Benefits

*Of the firms responding, 100% were non-union.*

Experience		Range		Median	
New Hires, No Experience		\$5.75 - \$7.00		\$5.75	
New Hires, Experienced		\$5.75 - \$8.00		\$6.00	
Experienced, After 3 Years with Firm		\$6.30 - \$10.00		\$7.00	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	25%	0%	44%	13%	0%	0%	31%	87%
	Dental	19%	0%	25%	13%	0%	6%	56%	80%
	Vision	13%	0%	25%	13%	0%	6%	63%	80%
	Life	38%	7%	13%	7%	0%	0%	50%	87%
other benefits	Sick Leave	44%	7%	0%	0%	0%	7%	56%	87%
	Vacation	75%	13%	0%	0%	0%	0%	25%	87%
	Retirement	6%	0%	25%	20%	0%	7%	69%	73%
	Child Care	0%	0%	0%	0%	0%	7%	100%	93%
	Additional	0%	0%	0%	0%	0%	0%	19%	27%



## Work Patterns

Of Responding Firms:

- Full-time 47%, average of 39 hours per week.
- Part-time 50%, average of 23 hours per week.
- Seasonal 1%, average of 19 hours per week.
- Temporary 2%, average of 15 hours per week.
- Shifts: Day 94%, swing 63%, graveyard 13%, other (store hours) 6%.
- 66% of the employees are female, 34% are male.

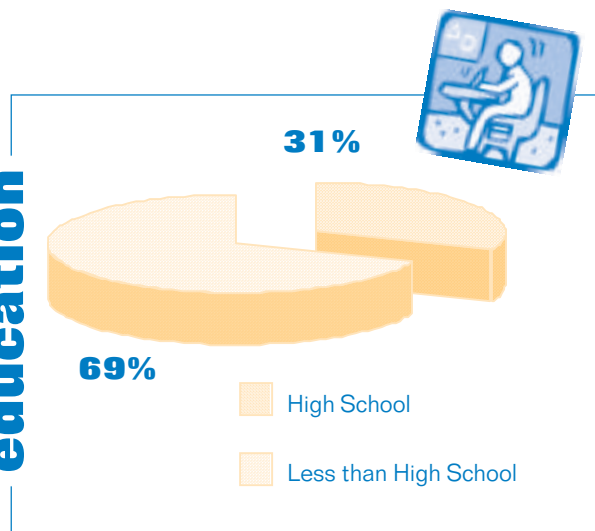


## Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-Ins
- Newspaper Ad

education





## Supply and Demand

Employer demand is considerably greater than supply of qualified, fully experienced applicants. Employers often cannot find experienced applicants when an opening exists. This means that these applicants encounter no competition in their job search. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.



## Size and Trends

Size of Occupation: 13,640-16,640 (Very Large)

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 22% (Average).

Total employees hired the last 12 months: 55

Resulting from:

- Promotion: 4%
- Employee leaving: 56%
- New positions: 27%
- Temporary positions: 13%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	19%	44%	38%
Projected Over the Next 2 Years	0%	81%	19%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	6%	50%	44%
Other Occupational Experience Accepted	63%	38%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	38%	63%	0%



## Skills and Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

Basic/Technical Skills	Personal/Other Qualifications
Basic math skills, ability to read and follow directions, oral and written communications, recordkeeping skills, ability to operate cash register, bondable.	Willingness to work with close supervision, public contact skills, ability to work independently and under pressure.
Physical Abilities	Computer Skills
Ability to stand continuously for 2 or more hours.	Word processing, spreadsheet, database, desktop publishing.



## Local Training Providers

- Morongo ROP
- San Bernardino Adult Education
- Colton-Redlands-Yucaipa ROP



## Description

Childcare Workers attend children at school, business, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Not including workers whose primary function is to teach in a structured setting.



## Wages and Benefits

All employers combined.

Experience	Range	Median
New Hires, No Experience	\$5.75 - \$10.19	\$6.13
New Hires, Experienced	\$5.75 - \$11.00	\$7.00
Experienced, After 3 Years with Firm	\$5.75 - \$11.90	\$7.50

Union wages may be higher than non-union wages. Of the firms responding, 87% were non-union, 13% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	20%	10%	20%	10%	7%	0%	27%	80%
	Dental	13%	10%	7%	10%	7%	0%	27%	80%
	Vision	7%	10%	0%	0%	0%	0%	47%	90%
	Life	27%	20%	7%	0%	0%	0%	33%	80%
other benefits	Sick Leave	33%	30%	7%	0%	7%	0%	27%	70%
	Vacation	53%	40%	7%	0%	7%	0%	7%	60%
	Retirement	7%	0%	27%	20%	7%	0%	33%	80%
	Child Care	20%	20%	13%	0%	7%	0%	33%	80%



## Work Patterns

Of responding firms:

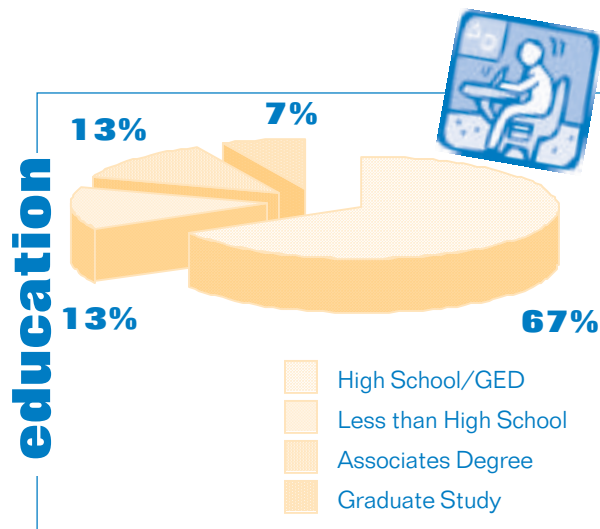
- Full-time 87%, average of 40 hours per week.
- Part-time 11%, average of 19 hours per week.
- Seasonal 1%, average of 5 hours per week.
- Temporary 2%, average of 2 hours per week.
- Shifts: Day 100%, other (short hour/mid day) 72%.
- 99% of the employees are female, 1% are male.



## Recruitment Methods

Most successful methods of recruitment:

- Walk-In-Applicants
- Newspaper Ads
- Promotion/Transfer





## Supply and Demand

Employer demand is somewhat greater than the supply of both fully experienced/qualified applicants and as well as inexperienced applicants. Employers may have some difficulty finding applicants at times and applicants may find little competition in their job search.



## Size and Trends

Size of Occupation: 1,060-1,190 (Medium)

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 12.3% (slower than average).

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	91%	9%
Projected Over the Next 2 Years	0%	21%	79%

For additional projection information visit: <http://www.calmis.cahwnet.gov>

Total employees hired the last 12 months: 124

Resulting from:

- Promotions: 21%
- Employees leaving: 52%
- New positions: 6%
- Temporary: 22%



## Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	40%	7%	53%
Other Occupational Experience Accepted	50%	50%	0%
Technical or Vocational Training Required	13%	87%	0%
Training in Lieu of Experience	50%	50%	0%

Types of training which may be required: 12 Units of College Credit in Child Development Courses



## Skills and Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
Knowledge of early childhood development, oral reading skills, musical skills, ability to administer emergency first aid, possession of an Early Childhood Development Certificate, ability to write effectively.	Ability to stand continuously for 2 or more hours, ability to lift at least 40 lbs. repeatedly.
Personal/Other Qualifications	
Understanding of a variety of cultures, ability to handle crisis situations, possession of a clean police record, willingness to work with close supervision, ability to work independently, ability to work under pressure, ability to exercise patience	



## Local Training Providers

- American Nanny College
- College of the Desert
- Somos Hermanas Unidas Business Institute
- Copper Mountain

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**





## Description

Specialty Fast Food Cooks prepare and cook food in a fast food restaurant with a limited menu. The menu and duties of the cooks are limited to one or two basic items, such as hamburgers, chicken, pizza, tacos, or fish and chips. The duties of the cook normally involve operating large volume, single-purpose cooking equipment. Typically, these cooks work in regional or national fast food chain restaurants. Alternate title: Crew, Registered Cooks, and Pizza Maker.



## Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$5.75 - \$5.75		\$5.75	
New Hires, Experienced		\$5.75 - \$6.00		\$5.75	
Experienced, After 3 Years with Firm		\$6.00 - \$7.75		\$7.00	

*Of the firms responding, 100% were non-union.*

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	7%	0%	0%	0%	0%	0%	73%	100%
	Dental	7%	0%	0%	0%	0%	0%	73%	100%
	Vision	7%	0%	0%	0%	0%	0%	73%	100%
	Life	0%	0%	0%	0%	0%	0%	80%	100%
other benefits	Sick Leave	0%	0%	0%	0%	0%	0%	80%	100%
	Vacation	13%	7%	0%	0%	0%	0%	67%	93%
	Retirement	0%	0%	0%	0%	0%	0%	80%	100%
	Child Care	0%	0%	0%	0%	0%	0%	80%	100%



## Work Patterns

Of responding firms:

- Full-time 46%, average of 39 hours per week. Part-time 54%, average of 28 hours per week.
- Shifts: Day 80%, swing 53%, other (afternoons, evenings) 40%.
- 50% of the employees are female, 50% are male.

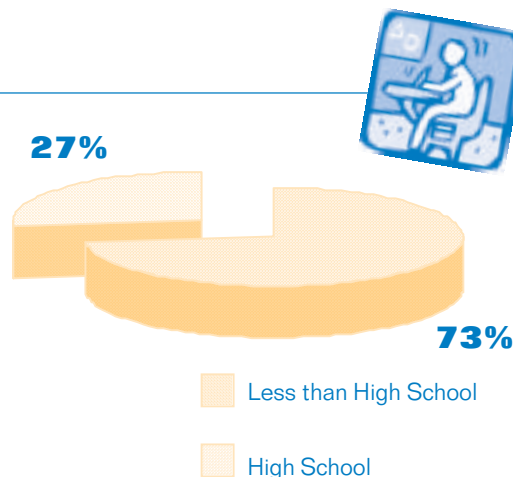


## Recruitment Methods

Most successful methods of recruitment:

- Walk-Ins
- Word of Mouth
- Employee Referrals

education





## Supply and Demand

Employer demand is somewhat greater than the supply of both fully experienced/qualified applicants and as well as inexperienced applicants. Employers may have some difficulty finding applicants at times and applicants may find little competition in their job search.



## Size and Trends

Size of Occupation: 2,260-2,650 (Large)

- It is projected that during the 1995-2002 period this occupation will experience a growth rate of 17.3% (slower than average).

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	73%	13%
Projected Over the Next 2 Years	0%	0%	0%

Total employees hired the last 12 months: 35

Resulting from:

- Employees leaving: 97%
- New positions: 3%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required:  
Experience with food.

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	40%	20%	40%
Other Occupational Experience Accepted	11%	89%	0%
Technical or Vocational Training Required	7%	93%	0%
Training in Lieu of Experience	58%	42%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
Basic math skills, ability to read and follow instructions, oral communication skills, ability to cook ethnic foods, menu planning skills, making sauce, baking, meat carving.	Ability to stand continuously for 2 or more hours. Ability to lift at least 30 lbs. repeatedly.
Personal/Other Qualifications	
Willingness to work with close supervision, ability to work independently, ability to work under pressure.	



## Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Restaurants Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu. Alternate title: Line Cook, Pre-cooker.



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$5.75 - \$6.50	\$5.75
New Hires, Experienced	\$5.75 - \$8.50	\$7.00
Experienced, After 3 Years with Firm	\$5.75 - \$12.50	\$8.50

*Of the firms responding, 100% were non-union.*

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	13%	0%	20%	11%	0%	0%	60%	56%
	Dental	7%	0%	20%	11%	0%	0%	67%	56%
	Vision	0%	0%	7%	0%	0%	0%	87%	67%
	Life	0%	0%	13%	0%	0%	0%	80%	67%
other benefits	Sick Leave	13%	0%	0%	0%	0%	0%	80%	67%
	Vacation	27%	0%	7%	0%	0%	0%	60%	67%
	Retirement	0%	0%	7%	0%	7%	0%	80%	67%
	Child Care	0%	0%	0%	0%	0%	0%	93%	67%
	Additional	0%	0%	7%	11%	0%	0%	0%	0%

Additional full-time benefits include: Tuition Assistance



## Work Patterns

Of responding firms:

- Full-time 62%, average of 39 hours per week.  
Part-time 38%, average of 26 hours per week.
- Shifts: Day 87%, swing 60%, graveyard 7%, other (evenings) 13%.
- 7% of the employees are female, 93% are male.

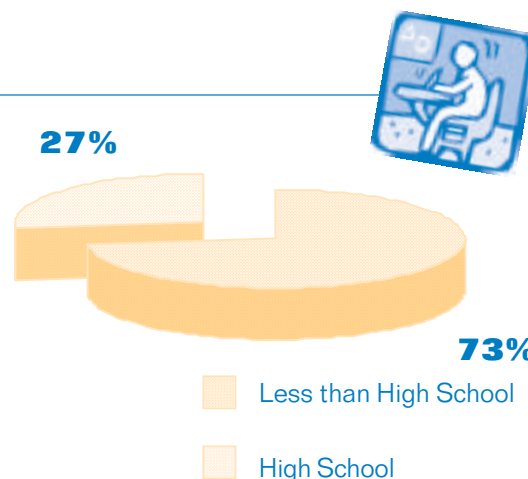


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- In-house Promotions/transfers
- Employee Referrals

education





## Supply and Demand

Employer demand is considerable greater than supply of fully experienced and qualified applicants. Employers often cannot find experienced applicants when an opening exists. This means that these applicants encounter no competition in their job search. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.



## Size and Trends

Size of Occupation: 2,630-3,020 (Large)

- It is projected that during the 1995-2002 period this occupation will experience a growth rate of 14.8% (slower than average).

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	60%	40%
Projected Over the Next 2 Years	0%	60%	40%

Total employees hired the last 12 months: 176

Resulting from:

- Promotions: 2%
- Employees leaving: 73%
- New positions: 20%
- Temporary: 6%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required:  
Experience with food.

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	13%	53%	33%
Other Occupational Experience Accepted	33%	67%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	43%	57%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
Ability to operate cash register, basic math skills, ability to read and follow instructions, ability to write legibly.	Ability to stand continuously for 2 or more hours. Ability to lift at least 30 lbs. repeatedly.
Personal/Other Qualifications	Computer Skills
Willingness to work with close supervision, public contact skills, ability to work independently, ability to work under pressure.	In-house computer



## Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required. Alternate title: DA or RNA.



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$6.00 - \$8.00	\$7.00
New Hires, Experienced	\$6.50 - \$12.00	\$9.00
Experienced, After 3 Years with Firm	\$9.00 - \$14.00	\$12.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	27%	0%	47%	0%	7%	0%	13%	100%
	Dental	40%	43%	33%	0%	7%	0%	13%	27%
	Vision	7%	0%	13%	0%	0%	0%	73%	100%
	Life	20%	0%	7%	0%	0%	0%	67%	100%
other benefits	Sick Leave	47%	0%	0%	0%	0%	0%	47%	100%
	Vacation	67%	7%	14%	0%	7%	0%	13%	86%
	Retirement	20%	0%	27%	0%	0%	0%	47%	100%
	Child Care	0%	0%	7%	14%	0%	0%	87%	86%



## Work Patterns

Of responding firms:

- Full-time 82%, average of 40 hours per week.  
Part-time 18%, average of 23 hours per week.
- Shifts: Day 100%, swing 6%, other 9%.
- 93% of the employees are female, 7% are male.

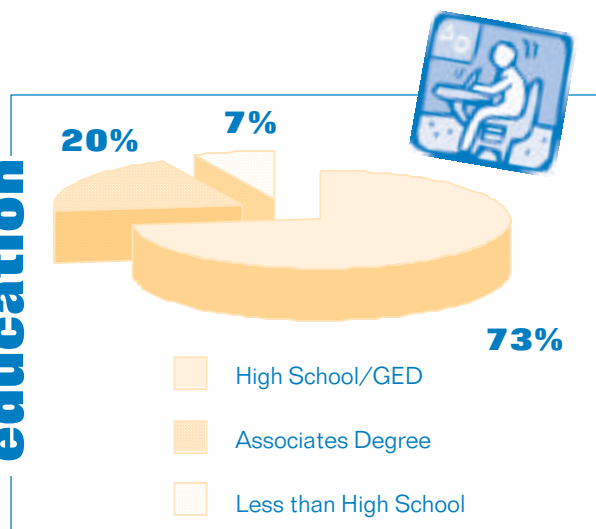


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Employee Referrals

education





## Supply and Demand

Employer demand is somewhat greater than the supply of both fully experienced/qualified applicants and as well as inexperienced applicants. Employers may have some difficulty finding applicants at times and applicants may find little competition in their job search.



## Size and Trends

Size of Occupation: 940-1,130 (Medium)

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 20.2% (average).

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	35%	65%
Projected Over the Next 2 Years	0%	50%	50%

Total employees hired the last 12 months: 38

Resulting from:

- Promotions: 3%
- Employees leaving: 71%
- New positions: 26%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required:  
Professional Training, Dental School Certificate Program, CDA License

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	47%	27%	27%
Other Occupational Experience Accepted	9%	91%	0%
Technical or Vocational Training Required	53%	47%	0%
Training in Lieu of Experience	45%	55%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

### Basic/Technical Skills

Completion of course on biological sciences, ability to do ultrasonic scaling, ability to complete and explain insurance forms, ability to perform or assist with dental procedures, understanding of coronal polishing, record keeping skills, knowledge of dental materials, ability to follow billing procedures, possession of a Radiation Safety Certificate, possession of a Registered Dental Assistant (RDA) Certificate, telephone answering skills, ability to write effectively.

### Basic/Technical Skills

Good grooming skills, willingness to work with close supervision, public contact skills, ability to work independently.



## Local Training Providers

- Baldy View, Hesperia, Morongo ROP
- San Bernardino County ROP
- Chaffey College

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They ensure that work is in accordance with relevant codes. They may read blueprints. Including Protective Signal Installers and Repairers and Street Light Services. Alternate title: Technicians.



## Wages and Benefits

All employers combined.

Experience	Range	Median
New Hires, No Experience	\$6.00 - \$33.00	\$8.00
New Hires, Experienced	\$6.00 - \$25.00	\$12.00
Experienced, After 3 Years with Firm	\$10.00 - \$25.50	\$16.00

Of the firms responding, 93% were non-union, 7% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	20%	0%	20%	0%	0%	0%	53%	100%
	Dental	7%	0%	7%	0%	0%	0%	80%	100%
	Vision	0%	0%	7%	0%	0%	0%	87%	100%
	Life	7%	0%	7%	0%	0%	0%	87%	100%
other benefits	Sick Leave	13%	0%	7%	0%	0%	0%	80%	100%
	Vacation	53%	0%	0%	0%	0%	0%	40%	100%
	Retirement	27%	0%	0%	0%	0%	0%	67%	100%
	Child Care	0%	0%	0%	14%	0%	0%	100%	100%



## Work Patterns

Of responding firms:

- Full-time 88%, average of 40 hours per week.
- Part-time 3%, average of 25 hours per week.
- Temporary 4%, average of 8 hours per week.
- Shifts: Day 100%, swing 16%, other (on-call) 9%.
- 50% of the employees are female, 50% are male.



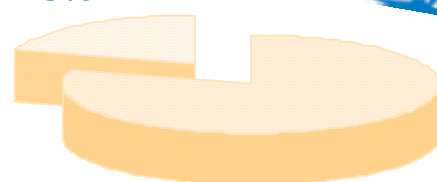
## Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Employee Referrals

education

20%



80%

- High School/GED
- Less than High School



## Supply and Demand

Employer demand is somewhat greater than the supply of both fully experienced/qualified applicants and as well as inexperienced applicants. Employers may have some difficulty finding applicants at times and applicants may find little competition in their job search.



## Size and Trends

Size of Occupation: 1,290-1,540 (Medium)

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 19.4% (average).

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	1%	28%	71%
Projected Over the Next 2 Years	0%	37%	63%

Total employees hired the last 12 months: 66

Resulting from:

- Promotions: 14%
- Employees leaving: 26%
- New positions: 50%
- Temporary: 11%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required:  
Cable Installation, Technical Codes

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	67%	20%	13%
Other Occupational Experience Accepted	42%	58%	0%
Technical or Vocational Training Required	7%	87%	7%
Training in Lieu of Experience	58%	42%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
Ability to install electrical equipment, shop math skills, ability to read blueprints, cost estimating skills, soldering skills.	Ability to climb ladder, possession of good color perception, crawl under buildings, stand continuously for 2 or more hours, lift 50 lbs. repeatedly.
Personal/Other Qualifications	
Ability to read and follow instructions, ability to write legibly, oral communications skills.	



## Local Training Providers

- ITT Technical Institute
- Chaffey College
- Associated Consultants Electronic Services
- Addison Career Institute

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**





## Description

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen. Alternate title: Prep-Cook, Food Service Worker, and Line Pantry Stewarts.



## Wages and Benefits

Of the firms responding, 73% were non-union, 27% were union.

Experience		Range		Median	
		Union	Non Union	Union	Non Union
New Hires, No Experience		\$8.49 - \$8.50	\$5.75 - \$6.50	\$8.50	\$6.00
New Hires, Experienced		\$8.04 - \$8.50	\$5.75 - \$7.00	\$8.34	\$6.00
Experienced, After 3 Years with Firm		\$8.04 - \$10.80	\$5.75 - \$8.15	\$9.88	\$7.00

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	27%	0%	27%	71%	0%	0%	20%	29%
	Dental	27%	0%	27%	71%	0%	0%	20%	29%
	Vision	20%	0%	20%	43%	0%	0%	33%	57%
	Life	27%	0%	20%	43%	0%	0%	27%	57%
other benefits	Sick Leave	40%	14%	7%	14%	0%	0%	27%	71%
	Vacation	47%	14%	13%	29%	0%	0%	13%	57%
	Retirement	20%	0%	20%	57%	0%	0%	33%	43%
	Child Care	0%	0%	0%	0%	0%	0%	73%	100%
	Additional	0%	0%	0%	14%	0%	0%	7%	0%

Additional full-time benefits include: Tuition Assistance.



## Work Patterns

Of responding firms:

- Full-time 20%, average of 40 hours per week.
- Part-time 80%, average of 25 hours per week.
- Temporary 6%, average of 32 hours per week.
- Shifts: Day 93%, swing 67%, graveyard 7%, other 9%.
- 73% of the employees are female, 27% are male.

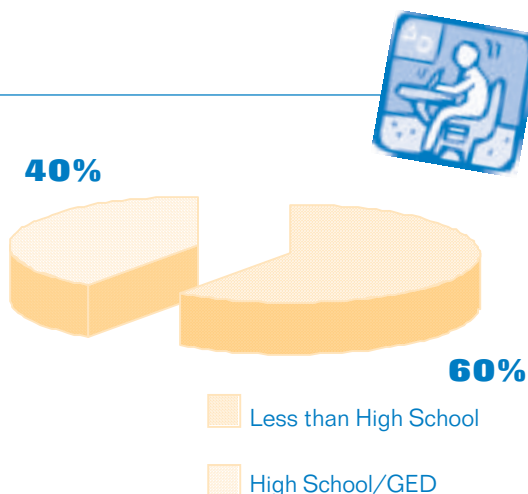


## Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Employee Referrals

education





## Supply and Demand

Employer demand is somewhat greater than the supply of fully experienced and qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.



## Size and Trends

Size of Occupation: 4,700-5,480 (Very Large)

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 16.6% (slower than average).

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	51%	49%
Projected Over the Next 2 Years	0%	62%	38%

Total employees hired the last 12 months: 329

Resulting from:

- Promotions: 30%
- Employees leaving: 41%
- New positions: 7%
- Temporary: 22%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required:  
Kitchen/Food Service

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	33%	40%	27%
Other Occupational Experience Accepted	56%	44%	0%
Technical or Vocational Training Required	7%	87%	7%
Training in Lieu of Experience	44%	56%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
Sandwich making skills, ability to operate a cash register, salad making skills, certified as a food handler, knowledge of sanitary work environment, ability to handle multiple food orders in a timely fashion.	Ability to pass a pre-employment medical examination, ability to stand continuously for 2 or more hours, ability to work rapidly, ability to lift at least 30 lbs. repeatedly.
Personal/Other Qualifications	
Willingness to work with close supervision, high standards of personal cleanliness, public contact skills, ability to work independently, ability to work under pressure.	



## Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.

For additional training information visit: <http://sti.soicc.ca.gov/sti>



## Description

Guards and Watchguards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds. Alternate title: Patrol and Standing Guards, Security Guards and Agents



## Wages and Benefits

All employers combined

Experience		Range		Median	
New Hires, No Experience		\$5.75 - \$7.19		\$5.75	
New Hires, Experienced		\$5.75 - \$8.00		\$6.00	
Experienced, After 3 Years with Firm		\$5.75 - \$9.80		\$6.75	

*Union wages may be higher than non-union wages. Of the firms responding, 93% were non-union, 7% were union.*

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	20%	7%	27%	13%	13%	20%	27%	53%
	Dental	13%	7%	27%	13%	20%	20%	27%	53%
	Vision	13%	7%	20%	7%	7%	13%	47%	67%
	Life	27%	13%	20%	13%	13%	13%	27%	53%
other benefits	Sick Leave	27%	20%	7%	0%	7%	7%	47%	67%
	Vacation	47%	20%	7%	0%	7%	7%	27%	67%
	Retirement	13%	7%	0%	0%	20%	20%	53%	67%
	Child Care	0%	0%	0%	0%	7%	7%	80%	87%
	Additional	0%	0%	0%	0%	0%	0%	13%	20%

Additional full-time benefits include: None



## Work Patterns

Hours: Full-time 75%, average of 38 hours per week  
Part-time 19%, average of 28 hours per week  
Temporary 6%, average of 18 hours per week



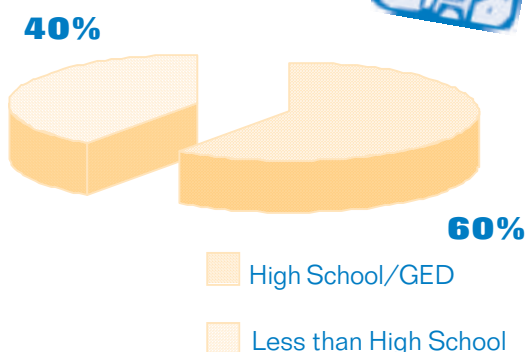
## Recruitment Methods

Seasonal 10%, average of 33 hours per week

Shifts: Day-80%  
Swing-93%  
Graveyard-87%  
Other-27%(weekends)

In this occupation, 76% of all employees are male, 24% are female.

education





## Supply and Demand

Employer demand is somewhat greater than the supply of both fully experienced/qualified applicants and as well as inexperienced applicants. Employers may have some difficulty finding applicants at times and applicants may find little competition in their job search.



## Size and Trends

Size of Occupation/4,170-5,030 Very Large  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 20.6%(average).

Total employees hired the last 12 Months: 558 (29%)

Resulting from:

- Replacement due to promotions – 3%
- Replacements due to employees leaving –61%
- New positions – 19%
- Temporary Positions –17%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	47%	47%
Projected Over the Next 2 Years	0%	53%	47%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required: Child Development, Child Care Training, and ECE Units

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	53%	27%	20%
Other Occupational Experience Accepted	64%	36%	0%
Technical or Vocational Training Required	0%	87%	13%
Training in Lieu of Experience	55%	45%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	
Ability to follow security protection procedures, ability to operate video surveillance equipment, ability to use a license, licensed to carry fire arms, ability to write	to administer emergency first aid, bondable, ability to use a baton, Guard Card, possession of a valid driver's license, ability to write effectively
Personal/Other Qualifications	
Possession of a reliable vehicle, possession of a clean police records, willingness to work with close supervision, public contact skills, ability to work independently	



## Local Training Providers

- Colton/Redlands/Yucaipa ROP
- Baldy View ROP

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Not including Maids and Housekeepers. Alternate title: Maintenance, Custodian, and Groundskeeper



## Wages and Benefits

Union wages may be higher than non-union wages. Of the firms responding, 44% were non-union, 56% were union.

Experience		Range		Median	
		Union	Non Union	Union	Non Union
New Hires, No Experience		\$9.68 - \$10.91	\$6.35 - \$10.79	\$10.57	\$8.00
New Hires, Experienced		\$9.68 - \$10.91	\$6.00 - \$10.79	\$10.29	\$8.00
Experienced, After 3 Years with Firm		\$10.20 - \$13.02	\$6.00 - \$12.62	\$11.51	\$8.00

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	56%	0%	38%	26%	0%	0%	0%	80%
	Dental	50%	0%	38%	26%	6%	0%	0%	80%
	Vision	50%	0%	31%	10%	0%	0%	13%	90%
	Life	69%	20%	6%	0%	0%	0%	19%	80%
other benefits	Sick Leave	81%	50%	0%	0%	0%	0%	13%	90%
	Vacation	94%	66%	0%	0%	0%	0%	0%	40%
	Retirement	38%	10%	38%	30%	13%	10%	6%	90%
	Child Care	0%	0%	0%	0%	6%	0%	88%	100%
	Additional	6%	0%	0%	0%	0%	0%	6%	10%

Additional full-time benefits include: Long-Term Disability Insurance/Income Protection



## Work Patterns

In this occupation, 72% of employees are male, 28% are female.

Hours: Full-time 75%, average of 40 hours per week  
Part-time 25%, average of 19 hours per week  
Shifts: Day-92%  
Swing-83%  
Graveyard-8%  
Other-16%

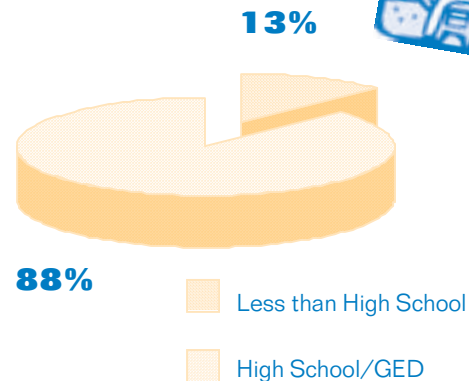


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Walk-ins
- Promotion/Transfer
- Newspaper

education





## Supply and Demand

Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for both fully qualified/experienced applicants as well as inexperienced applicants.



## Size and Trends

Size of Occupation/7,390-8,630 Very Large  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 16.8% (Slower than average).

Total employees hired the last 12 months: 101 (28%)

Resulting from:

- Replacement due to promotions – 41%
- Replacements due to employees leaving –38%
- New positions – 22%
- Temporary positions –0%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	38%	56%
Projected Over the Next 2 Years	0%	94%	6%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required: N/A

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	38%	50%	13%
Other Occupational Experience Accepted	50%	50%	0%
Technical or Vocational Training Required	0%	88%	12%
Training in Lieu of Experience	75%	25%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	
Ability to operate floor polishing equipment, understanding of cleaning compounds and solutions, brush painting skills, lawn and garden care skills, window washing skills, pest exterminations skills, painting skills, ceramic or floor tile repair skills, carpentry skills, bondable, ability to shampoo carpets	
Physical Abilities	Personal/Other Qualifications
Lift at least 100 lbs. repeatedly	Possession of a valid driver's license, reliable transportation



## Local Training Providers

- Colton/Redlands/Yucaipa ROP

- Goodwill Industries of the Inland Counties

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Lathe and Turning Machine Tool Setters and Set-Up Operators, set up and operate plastic or metal lathe and turning machines to turn, bore, thread, form, or face plastic or metal materials, such as wire, rod, or bar stock according to specifications. Alternate title: Tool and Die Maker, Machinist



## Wages and Benefits

Of the firms responding, 100% were non-union.

Experience		Range		Median	
New Hires, No Experience		\$6.00 - \$10.00		\$8.00	
New Hires, Experienced		\$6.25 - \$16.00		\$12.00	
Experienced, After 3 Years with Firm		\$10.00 - \$20.00		\$15.00	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	58%	0%	21%	0%	0%	0%	16%	100%
	Dental	26%	0%	11%	0%	26%	0%	32%	100%
	Vision	21%	0%	11%	0%	5%	0%	58%	100%
	Life	53%	0%	5%	0%	5%	0%	32%	100%
other benefits	Sick Leave	26%	0%	0%	0%	0%	0%	68%	100%
	Vacation	79%	0%	0%	0%	0%	0%	16%	100%
	Retirement	5%	0%	26%	0%	5%	0%	58%	100%
	Child Care	0%	0%	0%	0%	0%	0%	95%	100%
	Additional	0%	0%	0%	0%	5%	0%	0%	0%

Additional full-time benefits include: 401K available



## Work Patterns

In this occupation, 98% of all employees are male, 2% are female.

Hours: Full-time 99%, average of 41 hours per week  
Part-time 1%, average of 25 hours per week  
Shifts: Day-100%  
Swing-16%

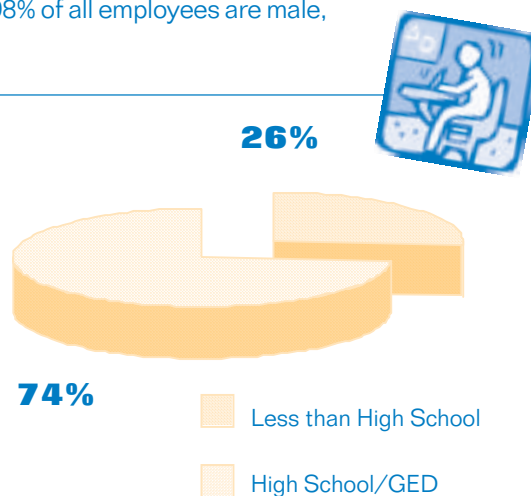


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Newspaper
- Walk-ins
- Employee Referrals

education







## Supply and Demand

Employer demand is considerable greater than supply of fully experienced and qualified applicants as well as inexperienced applicants. Employers often cannot find applicants when an opening exists. This means that applicants encounter no competition in their job search.



## Size and Trends

Size of Occupation/230-280 Small

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 21.7% (average).

Total employees hired the last 12 months: 10 (6%)

Resulting from:

- Replacement due to promotions – 10%
- Replacements due to employees leaving –70%
- New positions – 20%
- Temporary positions –0%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	9%	87%	4%
Projected Over the Next 2 Years	0%	73%	27%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required: Machinist, CNC Programming, Cadley, and Sufcam

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	63%	16%	21%
Other Occupational Experience Accepted	12%	88%	0%
Technical or Vocational Training Required	21%	63%	16%
Training in Lieu of Experience	25%	75%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills
CNC Programming



## Local Training Providers

- N/A

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**





## Description

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequence of operations. Alternate title: General Machinist, Toolmaker



## Wages and Benefits

All employers combined

Union wages may be higher than non-union wages.  
Of the firms responding, 88% were non-union, 12% union.

Experience		Range		Median	
New Hires, No Experience		N/A		N/A	
New Hires, Experienced		\$9.00 - \$17.70		\$12.00	
Experienced, After 3 Years with Firm		\$11.00 - \$19.18		\$14.50	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	63%	0%	25%	6%	0%	0%	6%	0%
	Dental	13%	0%	6%	0%	44%	6%	31%	0%
	Vision	19%	6%	6%	0%	0%	0%	69%	6%
	Life	38%	6%	0%	0%	6%	0%	50%	0%
other benefits	Sick Leave	38%	0%	0%	0%	0%	0%	56%	6%
	Vacation	75%	6%	0%	0%	0%	0%	19%	0%
	Retirement	31%	0%	6%	0%	0%	0%	56%	6%
	Child Care	0%	0%	0%	0%	0%	0%	94%	6%
	Additional	0%	0%	0%	0%	0%	0%	6%	0%

Additional full-time benefits include: Paid Holidays



## Work Patterns

In this occupation 100% of employees are male.

Hours: Full-time 95%, average of 40 hours per week  
Part-time 5%, average of 31 hours per week  
Shifts: Day-100%  
Swing-19%

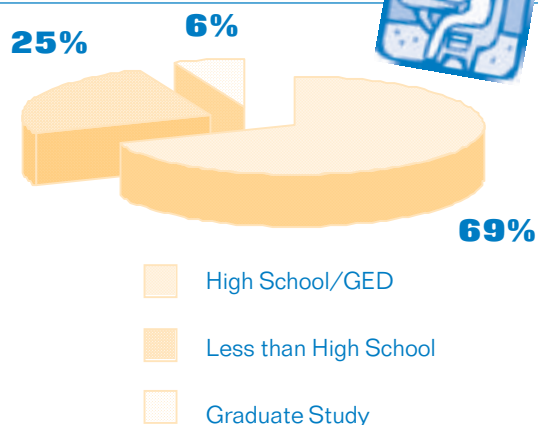


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Newspaper
- Employer Referrals
- Walk-ins

education





## Supply and Demand

Employer demand is considerable greater than supply of fully qualified/experienced applicants. Employers often cannot find experienced applicants when an opening exists. This means that these applicants encounter no competition in their job search. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.



## Size and Trends

Size of Occupation/1,460-1,990 Large  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 36.3% (Much Faster than average).

Total employees hired the last 12 months: 17 (11%)  
Resulting from:

- Replacement due to promotions – 0
- Replacements due to employees leaving –53%
- New positions – 47%
- Temporary Positions –0

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	56%	38%
Projected Over the Next 2 Years	6%	75%	19%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required:  
Machinist, CNC Programming, Cadley, and Sufcam

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	94%	0%	6%
Other Occupational Experience Accepted	19%	81%	0%
Technical or Vocational Training Required	31%	63%	6%
Training in Lieu of Experience	38%	62%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
Ability to operate numerically controlled machines, understanding of military specifications, shop math skills, ability to read blueprints, use of hand tools, computer numerically controlled machines, use of precision tools	Manual dexterity, ability to stand continuously for 2 or more hours, ability to perform precision work, ability to lift at least 50 lbs. repeatedly
Personal/Other Qualifications	
Ability to provide hand tools to job site, ability to work independently, willingness to work with close supervision	



## Local Training Providers

- San Bernardino Valley College
- Fontana Unified School District

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Maintenance Repairs perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boiler making, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning, and balancing new equipment; and repairing buildings, floors, or stairs.



## Wages and Benefits

Union wages may be higher than non-union wages.  
Of the firms responding, 40% were non-union, 60% union.

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$13.14	\$11.98 - \$11.92	\$13.14	\$11.92
New Hires, Experienced	\$10.68 - \$14.49	\$6.50 - \$13.52	\$13.14	\$9.01
Experienced, After 3 Years with Firm	\$11.20 - \$15.84	\$7.50 - \$15.48	\$14.23	\$11.52

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	53%	0%	33%	0%	0%	13%	0%
	Dental	60%	0%	20%	0%	0%	20%	0%
	Vision	47%	0%	27%	0%	0%	27%	0%
	Life	53%	0%	13%	0%	0%	33%	0%
other benefits	Sick Leave	73%	0%	7%	0%	0%	20%	0%
	Vacation	73%	0%	0%	0%	0%	27%	0%
	Retirement	33%	0%	33%	0%	7%	27%	0%
	Child Care	7%	0%	0%	0%	0%	93%	0%
	Additional	0%	0%	0%	0%	0%	87%	0%

Additional full-time benefits include: None



## Work Patterns

In this occupation 98% of employees are male while 2% are female.

Hours: Full-time 81%, average of 40 hours per week  
Seasonal 19%, average of 40 hours per week  
Shifts: Day-100%  
Swing-13%  
Graveyard-7%  
Other-13% (weekend on call)

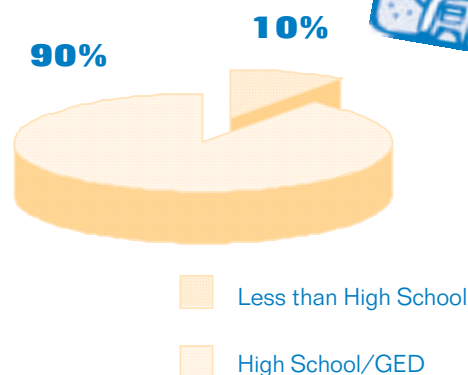


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Newspaper
- In House Promotion/Transfer
- Walk-in Applicants

education





## Supply and Demand

Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for both fully qualified/experienced applicants as well as inexperienced applicants.



## Size and Trends

Size of Occupation/4,880-6330 Very Large  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 29.7 (Faster than average).

Total employees hired the last 12 months: 21 (16%)

Resulting from:

- Replacement due to Promotions – 33%
- Replacements due to Employees leaving –38%
- New Positions – 19%
- Temporary Positions –10%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	80%	20%
Projected Over the Next 2 Years	0%	87%	13%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required:  
Repair, Construction

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	87%	13%	0%
Other Occupational Experience Accepted	45%	55%	0%
Technical or Vocational Training Required	7%	93%	0%
Training in Lieu of Experience	46%	54%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
Swimming pool maintenance skills, record keeping skills, ability to read blueprints, ability to operate power hand tools, ability to repair and install heating and air conditioning systems, ability to do cument work, Arc welding skills, gas welding skills, painting skills, carpentry skills, electrical repair skills, plumbing repair skills	Ability to lift at least 50 lbs. repeatedly
Personal/Other Qualifications	
Ability to provide hand tools to job site, ability to work independently, willingness to work with close supervision	



## Local Training Providers

- Chaffey Union High Adult Ed.
- Redlands-Colton-Yucaipa ROP

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Coating Machine Operators or Tenders operate or tend machines to coat any of a wide variety of items, such as coating food products with sugar, chocolate, and butter, coating paper and paper products with chemical solutions, wax, and glazes, or coating fabric with rubber or plastic. Painting and Spraying Machine Operators and Tenders operate or tend machines to spray or paint decorative, protective, or other finish or coating, such as adhesive, lacquer, paint, stain, latex, preservative, or oil, to any of a wide variety of items or materials, such as wood and wood products, ceramics, and glass. This occupation includes workers who apply coating or finish to products with solutions or materials preparatory to consumer use or further processing. Alternate title: Powder Coater, Coater Operator, Painter, and Silkscreen Operator



## Wages and Benefits

Union wages may be higher than non-union wages.  
Of the firms responding, 80% were non-union, 20% union.

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$13.14	\$11.98 - \$11.92	\$13.14	\$11.92
New Hires, Experienced	\$10.68 - \$14.49	\$6.50 - \$13.52	\$13.14	\$9.01
Experienced, After 3 Years with Firm	\$11.20 - \$15.84	\$7.50 - \$15.48	\$14.23	\$11.52

		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
Benefits		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	47%	0%	33%	0%	0%	0%	20%	100%
	Dental	40%	0%	27%	0%	7%	0%	27%	100%
	Vision	33%	0%	27%	0%	0%	0%	40%	100%
	Life	47%	0%	7%	0%	0%	0%	47%	100%
other benefits	Sick Leave	47%	0%	0%	0%	0%	0%	53%	100%
	Vacation	80%	0%	0%	0%	0%	0%	20%	100%
	Retirement	20%	0%	13%	0%	0%	0%	67%	100%
	Child Care	7%	0%	0%	0%	0%	0%	93%	100%
	Additional	7%	0%	0%	0%	0%	0%	7%	0

Additional full-time benefits include: Profit Sharing



## Work Patterns

In this occupation, 83% of employees are male, while 17% are female.

Hours: Full-time 96%, average of 40 hours per week  
Part-time 3%, average of 30 hours per week  
Temporary 1%, average of 15 hours per week  
Shifts: Day-100%  
Swing-40%  
Graveyard-13%

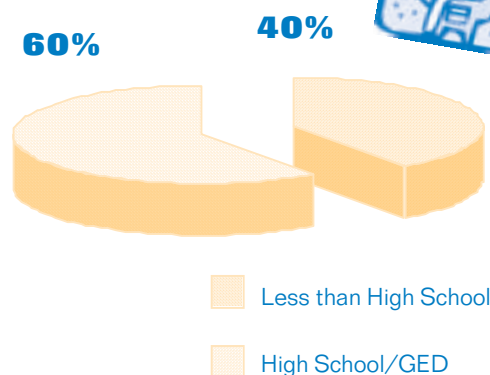


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Walk-in Applicants
- Newspaper Ads
- Employee Referrals

education





## Supply and Demand

Employer demand is considerably greater than supply of fully qualified/experienced applicants. Employers often cannot find experienced applicants when an opening exists. This means that these applicants encounter no competition in their job search. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.



## Size and Trends

Size of Occupation/ 350-470 Small  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 34.3% (Much faster than average).

Total employees hired the last 12 months: 25 (25%)

Resulting from:

- Replacement due to promotions – 24%
- Replacements due to employees leaving – 72%
- New positions – 4%
- Temporary positions – 0%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	40%	47%	13%
Projected Over the Next 2 Years	7%	73%	20%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required:  
Painting Techniques

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	33%	47%	20%
Other Occupational Experience Accepted	50%	50%	0%
Technical or Vocational Training Required	13%	80%	7%
Training in Lieu of Experience	50%	50%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
Basic computer knowledge	N/A
Personal/Other Qualifications	Computer Skills
N/A	N/A



## Local Training Providers

- Baldy View ROP
- Goodwill Industries of the Inland Counties
- Morongo ROP
- Rialto ROP
- Colton-Redlands ROP
- Lucerne Valley ROP
- Needles ROP
- San Bernardino County ROP

For additional training information visit: <http://sti.soicc.ca.gov/sti>



## Description

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments, within the store, or services within the hotel. They may perform a variety of other clerical duties. Not including Receptionists who primarily operate switchboards. Alternate title: Secretary, Front Desk Clerk, and Customer Services Clerk



## Wages and Benefits

*Of the firms responding, 100% were non-union.*

Experience		Range		Median	
New Hires, No Experience		\$5.75 - \$8.00		\$7.00	
New Hires, Experienced		\$5.75 - \$9.50		\$7.35	
Experienced, After 3 Years with Firm		\$60.00 - \$12.50		\$9.26	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	33%	0%	47%	29%	0%	14%	7%	71%
	Dental	33%	0%	27%	29%	0%	14%	27%	71%
	Vision	20%	0%	20%	29%	0%	14%	47%	71%
	Life	53%	14%	7%	7%	0%	14%	27%	71%
other benefits	Sick Leave	53%	43%	0%	0%	0%	14%	33%	57%
	Vacation	73%	57%	0%	0%	0%	14%	13%	43%
	Retirement	27%	29%	20%	0	7%	29%	33%	57%
	Child Care	0%	0%	0%	0%	0%	14%	87%	100%
	Additional	0%	0%	7%	14%	0%	0%	20%	43%

*Additional full-time benefits include: 401K*



## Work Patterns

In this occupation 81% of employees are female, 19% are male.

Hours: Full-time 76%, average of 40 hours per week  
Part-time 24% average of 25 hours per week  
Shifts: Day-100%  
Swing-40%  
Graveyard-27%  
Other-50% (weekend, evenings)

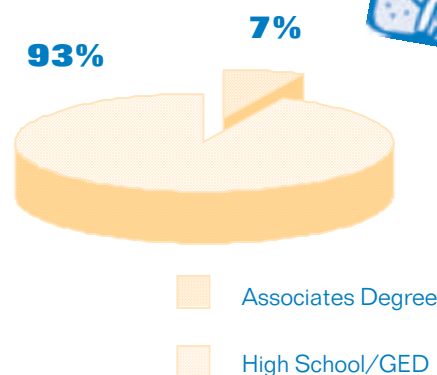


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals
- Newspaper Ads
- Walk-in Applicants

education







## Supply and Demand

Employer demand is somewhat greater than the supply of fully qualified/experienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicant.



## Size and Trends

Size of Occupation/4,050-5,140 Very Large  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 26.9% (Faster than average).

Total employees hired the last 12 months: 25 (25%)  
Resulting from:

- Replacement due to promotions – 24%
- Replacements due to employees leaving –72%
- New positions – 4%
- Temporary positions –0%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	86%	7%
Projected Over the Next 2 Years	7%	80%	13%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required:  
Computer Experience, Customer Service

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	27%	27%	47%
Other Occupational Experience Accepted	56%	44%	0%
Technical or Vocational Training Required	7%	87%	7%
Training in Lieu of Experience	82%	18%	100%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	New Skills
Filing, bookkeeping skills, multi-line command phone center, type 45 wpm, oral and written communications	General computer skills, professional conversation/presentation, organizational
Personal/Other Qualifications	Computer Skills
Willingness to work with close supervision, public contact skills, ability to work independently, ability to work under pressure, customer service skills	Word processing, spreadsheet, database



## Local Training Providers

- SB-BMR Training Center

- Summit Career College-Summit

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**





## Description

Refuse Collectors collect and dump refuse from containers into trucks on a designated route in municipality. They may also drive the truck. Alternate title: Solid Waste Collector



## Wages and Benefits

All employers combined

Union wages may be higher than non-union wages. Of the firms responding, 87% were non-union, 13% union.

Experience		Range		Median	
New Hires, No Experience		\$7.00 - \$12.00		\$8.80	
New Hires, Experienced		\$8.00 - \$14.00		\$10.00	
Experienced, After 3 Years with Firm		\$10.00 - \$15.50		\$12.50	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	60%	0%	33%	0%	0%	0%	7%	100%
	Dental	33%	0%	7%	0%	13%	0%	47%	100%
	Vision	13%	0%	7%	0%	7%	0%	73%	100%
	Life	47%	0%	0%	0%	7%	0%	47%	100%
other benefits	Sick Leave	60%	0%	0%	0%	0%	0%	40%	100%
	Vacation	93%	0%	0%	0%	0%	0%	7%	100%
	Retirement	33%	0%	27%	0%	0%	0%	40%	100%
	Child Care	0%	0%	0%	0%	0%	0%	100%	100%

Additional full-time benefits include: None



## Work Patterns

Hours: Full-time 99%, average of 43 hours per week  
Part-time 1%, average of 15 hours per week

Shifts: Day-100%  
Swing-7%

In this occupation 91% of employees are male, 1% are female.

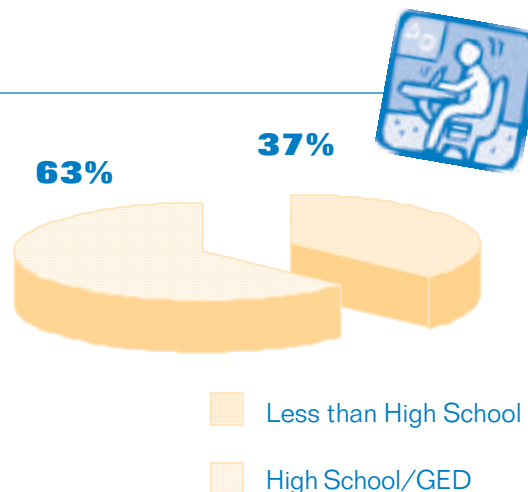


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Walk-ins
- Employee Referrals
- Newspapers Ads

education





## Supply and Demand

Employer demand is somewhat greater than the supply of fully qualified/experienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. Employer demand is considerable greater than supply of applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.

## Size and Trends

Size of Occupation/460-680 Small

It is projected that during the 1995-2002 period this occupation will experience a growth rate of 47.8% (Much faster than average).

Total employees hired the last 12 months: 36 (99%)

Resulting from:

- Replacement due to promotions – 14%
- Replacements due to employees leaving –67%
- New positions – 11%
- Temporary positions –8%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	80%	20%
Projected Over the Next 2 Years	0%	80%	20%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required:  
Class B License

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	47%	33%	20%
Other Occupational Experience Accepted	60%	40%	0%
Technical or Vocational Training Required	7%	87%	7%
Training in Lieu of Experience	40%	60%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
Ability to apply principles of hazardous and toxic waste disposal, ability to follow safe equipment operating practices, Class B License	Ability to perform strenuous, physically demanding work, ability to tolerate dust and unpleasant odors, must lift at least 100 lbs. repeatedly
Personal/Other Qualifications	
Public contact skills, ability to work independently, possession of a good DMV driving record	



## Local Training Providers

• Baldy View ROP

• Colton-Redlands ROP

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Not including Nursing Instructors and Teachers. Alternate title: Clinical Nurse, Staff Nurse, Charge Nurse, Desk Nurse, and RN Supervisor



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$10.75 - \$19.50	\$17.00
New Hires, Experienced	\$13.50 - \$24.00	\$18.00
Experienced, After 3 Years with Firm	\$12.70 - \$26.01	\$21.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	13%	8%	87%	25%	0%	8%	0%	58%
	Dental	13%	8%	73%	25%	7%	8%	7%	58%
	Vision	0%	0%	40%	17%	13%	17%	47%	67%
	Life	27%	17%	13%	0%	7%	0%	53%	83%
other benefits	Sick Leave	67%	33%	13%	0%	0%	0%	20%	67%
	Vacation	93%	42%	7%	0%	0%	0%	0%	58%
	Retirement	27%	25%	27%	0%	20%	8%	27%	67%
	Child Care	0%	0%	0%	0%	0%	0%	100%	100%

Additional full-time benefits include: None



## Work Patterns

Hours: Full-time 67%, average of 40 hours per week  
Part-time 11%, average of 27 hours per week  
Temp/On-call 22%,

Shifts: Day-93%  
Swing-53%  
Graveyard-60%  
Other-66% (PM Shifts, Split shifts)

In this occupation 87% of employees are female, 13% are male.

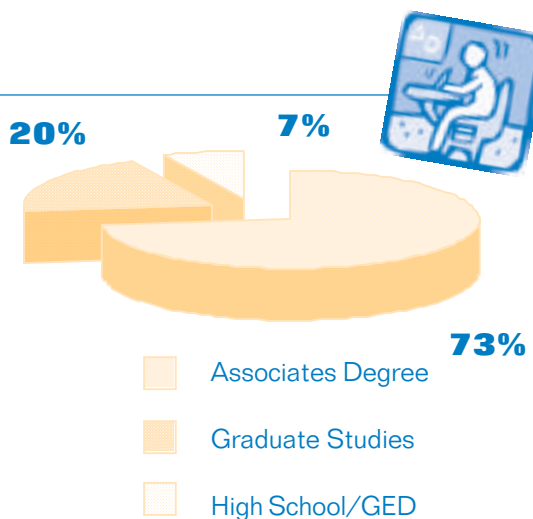


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals
- In House Promotions/Transfers
- Newspaper Ads

education





## Supply and Demand

Employer demand is considerably greater than supply of fully qualified/experienced applicants. Employers often cannot find experienced applicants when an opening exists. This means that these applicants encounter no competition in their job search. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.



## Size and Trends

Size of Occupation/10,470-11,960 Large  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 14.2% (Slower than average).

Total employees hired the last 12 months: 307 (11%)  
Resulting from:

- Replacement due to promotions – 1%
- Replacements due to employees leaving – 74%
- New positions – 15%
- Temporary Positions – 10%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	53%	40%
Projected Over the Next 2 Years	7%	67%	27%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required:  
ER experience licensed by the State of California, RN, and Nursing Programs

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	40%	13%	47%
Other Occupational Experience Accepted	27%	73%	0%
Technical or Vocational Training Required	40%	60%	0%
Training in Lieu of Experience	0%	100%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Computer Skills
Basic math skills, ability to read and follow instructions, ability to write legibly, oral communications skills	Word Processing, spreadsheet, database
Personal/Other Qualifications	
Willingness to work with close supervision, public contact skills, ability to work independently, ability to work under pressure	



## Local Training Providers

- California State University-San Bernardino
- Concord Career Institute
- Victor Valley College
- College of the Desert
- Loma Linda University

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check, or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Not including workers who work primarily as Cashiers.



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$5.75 - \$5.75	\$5.75
New Hires, Experienced	\$5.75 - \$7.85	\$6.00
Experienced, After 3 Years with Firm	\$5.75 - \$10.00	\$7.25

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	58%	0%	21%	6%	5%	6%	5%	88%
	Dental	47%	0%	16%	6%	5%	6%	21%	88%
	Vision	32%	6%	11%	0%	5%	6%	42%	88%
	Life	42%	6%	11%	0%	5%	6%	32%	88%
other benefits	Sick Leave	63%	6%	5%	0%	5%	6%	16%	88%
	Vacation	68%	19%	5%	0%	0%	0%	16%	81%
	Retirement	11%	0%	21%	6%	5%	6%	53%	88%
	Child Care	0%	0%	5%	0%	5%	0%	79%	100%

Additional full-time benefits include: None



## Work Patterns

Hours: Full-time 36%, average of 39 hours per week  
Part-time 43%, average of 20 hours per week  
Temporary 9%, average of 13 hours per week  
Seasonal 12%, average of 19 hours per week

Shifts: Day-100%  
Swing-53%  
Graveyard-N/A  
Other-32% (mall operations hours)

In this occupation 76% of employees are female, 24% are male.

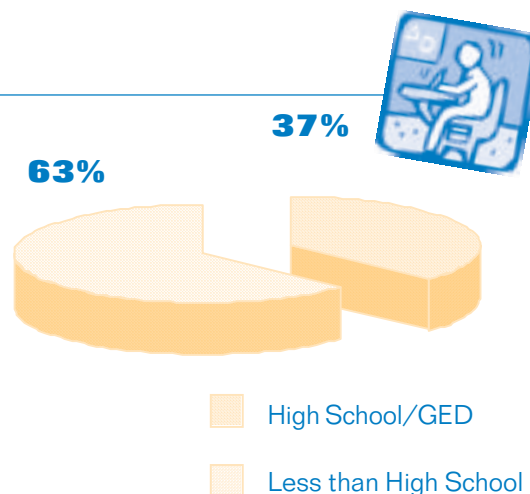


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals
- Walk-in Applicants
- In-house promotions or transfers

education





## Supply and Demand

Employer demand is considerably greater than supply of fully qualified/experienced applicants. Employers often cannot find experienced applicants when an opening exists. This means that these applicants encounter no competition in their job search. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.



## Size and Trends

Size of Occupation/18,070-20,630 Very Large  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 14.2% (Slower than average).

Total employees hired the last 12 months: 234 (43%)  
Resulting from:

- Replacement due to promotions – 1%
- Replacements due to employees leaving – 18%
- New positions – 15%
- Temporary Positions – 65%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	11%	37%	53%
Projected Over the Next 2 Years	0%	68%	32%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required:  
ASE Certification, other industry certification

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	21%	47%	32%
Other Occupational Experience Accepted	89%	11%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	40%	60%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
Ability to apply sales techniques, understanding of inventory techniques, ability to operate cash register, ability to write effectively	Ability to stand continuously for 2 or more hours, ability to lift at least 50 lbs. repeatedly
Personal/Other Qualifications	New Skills
Good grooming skills, willingness to work with close supervision, ability to work independently, customer service skills	Friendly attitude, basic office skills



## Local Training Providers

- San Bernardino County ROP
- Goodwill Industries of the Inland Counties
- Somos Hermanas Unidas Business & Education Institute
- Colton-Summit Career College
- Crafton Hills College-Yucaipa

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Stock Clerks receive, store, and issue material, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. Not including Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking. Alternate title: Warehouse Worker, Processors, Handlers, Receiving Clerk, and Dockworker



## Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$5.75 - \$9.00	\$7.25
New Hires, Experienced	\$6.00 - \$10.00	\$8.00
Experienced, After 3 Years with Firm	\$6.80 - \$15.75	\$10.50

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	33%	11%	60%	22%	0%	0%	0%	33%
	Dental	27%	11%	47%	22%	0%	0%	20%	33%
	Vision	7%	0%	40%	22%	0%	0%	47%	44%
	Life	33%	0%	33%	22%	7%	0%	20%	44%
other benefits	Sick Leave	60%	11%	13%	22%	0%	0%	20%	33%
	Vacation	60%	11%	13%	22%	0%	0%	20%	33%
	Retirement	20%	11%	33%	22%	0%	0%	40%	33%
	Child Care	0%	0%	0%	0%	0%	0%	93%	67%
	Additional	0%	0%	7%	0%	0%	0%	13%	0%

Additional full-time benefits include: 401K



## Work Patterns

Hours: Full-time 60%, average of 40 hours per week  
 Part-time 34%, average of 21 hours per week  
 Temporary 1%, average of 15 hours per week  
 Seasonal 5%, average of 40 hours per week

Shifts: Day-93%  
 Swing-47%  
 Graveyard-13%  
 Other-13% (store hours)

In this occupation 55% of employees are female, 45% are male.

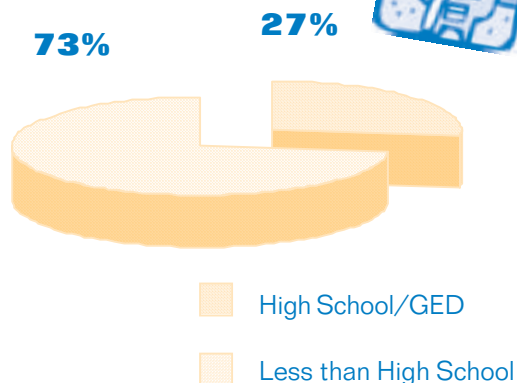


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals
- Walk-in Applicants
- In-house promotions or transfers

education







## Supply and Demand

Supply of fully qualified/experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.



## Size and Trends

Size of Occupation/4,910-5,450 Very Large  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 15.8% (Slower than average).

Total employees hired the last 12 months: 117 (17%)

Resulting from:

- Replacement due to promotions – 3%
- Replacements due to employees leaving –26%
- New positions – 22%
- Temporary positions –48%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	60j%	40%
Projected Over the Next 2 Years	0%	53%	47%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required:  
Forklift Certification

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	20%	27%	53%
Other Occupational Experience Accepted	63%	38%	0%
Technical or Vocational Training Required	7%	93%	0%
Training in Lieu of Experience	45%	55%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
Ability to operate a forklift, record keeping skills, understanding of inventory techniques, labeling skills, ability to stock shelves, bondable	Ability to lift at least 50 lbs. repeatedly
Personal/Other Qualifications	
Willingness to work with close supervision, public contact skills, ability to work independently	



## Local Training Providers

- Baldy View ROP

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**

1999





## Description

Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated of left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. Including correspondence school instructors; industrial, commercial, or government training instructors; and instructors who prepare persons to operate industrial machinery and equipment. They may teach in public or private schools associated with organizations whose primary business is other than education. Alternate title: Naturalist, R.O.P. Teachers



## Wages and Benefits

Of the firms responding, 78% were non-union, 22% union.

Additional full-time benefits include: 401K, Section 125K, free classes for family members, pay STRS or PGRS in Retirement Plan.

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$16.83	\$8.50 - \$24.39	\$16.83	\$11.92
New Hires, Experienced	\$19.23 - \$29.00	\$8.25 - \$24.39	\$22.98	\$9.01
Experienced, After 3 Years with Firm	\$21.64 - \$29.00	\$10.00 - \$24.39	\$26.45	\$11.52

		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
Benefits		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	33%	29%	39%	14%	6%	0%	17%	57%
	Dental	33%	21%	28%	21%	6%	0%	28%	57%
	Vision	22%	14%	17%	14%	6%	0%	50%	64%
	Life	22%	14%	11%	21%	6%	0%	56%	71%
other benefits	Sick Leave	67%	43%	17%	7%	0%	0%	11%	50%
	Vacation	56%	29%	6%	7%	0%	0%	33%	64%
	Retirement	17%	14%	22%	21%	6%	0%	50%	64%
	Child Care	0%	7%	0%	0%	6%	0%	89%	93%
	Additional	22%	7%	0%	0%	0%	0%	22%	21%



## Work Patterns

Hours: Full-time 59%, average of 38 hours per week  
Part-time 33%, average of 22 hours per week  
Temporary 8%, average of 21 hours per week

Shifts: Day-96%  
Swing-39%  
Graveyard-6%  
Other-33% (Saturdays, evenings)



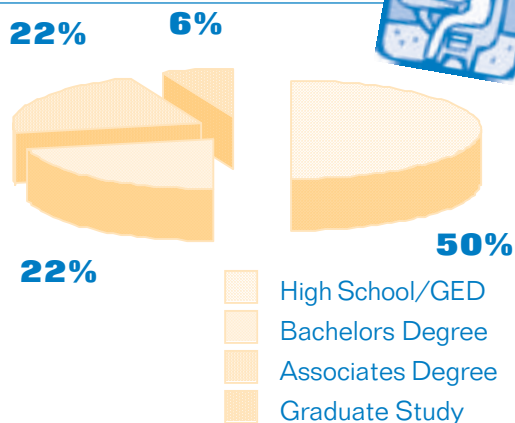
## Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals
- Walk-in Applicants
- In-house promotions or transfers

In this occupation 52% of employees are female, 48% are male.

education





## Supply and Demand

Employer demand is somewhat greater than the supply of fully qualified/experienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. Employer demand is considerable greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.



## Size and Trends

Size of Occupation/900-1,200 Medium  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 23.2% (Average)

Total employees hired the last 12 months: 117 (32%)

Resulting from:

- Replacement due to promotions – 15%
- Replacements due to employees leaving – 47%
- New positions – 26%
- Temporary positions – 13%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	54%	46%
Projected Over the Next 2 Years	0%	30%	70%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required: Bachelor's Degree, CPR Certification, Computer Operations, Computer Programming, and Credential

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	61%	0%	39%
Other Occupational Experience Accepted	59%	41%	0%
Technical or Vocational Training Required	61%	28%	11%
Training in Lieu of Experience	39%	61%	0%



## Skills and Qualifications

Employers reported the following skills and other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
Ability to write effectively and legibly, knowledge of OSHA Safety Standards, performs advanced mathematical computations	Perform strenuous, physically demanding work
Personal/Other Qualifications	
Ability to work independently, ability to work under pressure, ability to maintain classroom discipline	
Computer Skills	New Skills
Word processing, spreadsheet, database, desktop publishing	Public speaking, computer repair, web pages, Internet knowledge, networking, technical credential



## Local Training Providers

- N/A

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification. Alternate title: Child-Care Coordinator, Child Development Technician I and II



## Wages and Benefits

Of the firms responding, 80% were non-union, 20% union.

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$10.57	\$6.00 - \$7.00	\$10.59	\$6.50
New Hires, Experienced	\$10.59 - \$14.00	\$6.00 - \$8.00	\$12.77	\$7.00
Experienced, After 3 Years with Firm	\$11.90 - \$15.00	\$7.00 - \$10.00	\$14.24	\$8.25

		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
Benefits		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	27%	0%	20%	20%	0%	0%	53%	80%
	Dental	20%	0%	0%	20%	7%	0%	73%	80%
	Vision	20%	0%	0%	20%	7%	0%	73%	80%
	Life	13%	0%	7%	10%	0%	0%	80%	90%
other benefits	Sick Leave	40%	20%	7%	0%	7%	0%	47%	80%
	Vacation	67%	20%	7%	0%	0%	0%	27%	80%
	Retirement	7%	10%	20%	0%	7%	0%	67%	90%
	Child Care	7%	10%	20%	10%	7%	10%	67%	70%
	Additional	7%	10%	0%	0%	0%	0%	67%	70%

Additional full-time benefits include: Paid Holidays



## Work Patterns

Hours: Full-time 54%, average of 39 hours per week  
Part-time 46%, average of 28 hours per week  
Shifts: Day-100%  
Other-7% (afternoon)



## Recruitment Methods

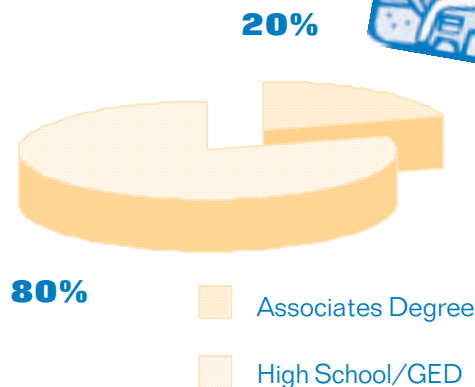
The following are among the most successful methods of recruitment:

- School, Program Referrals
- Walk-in Applicants
- In-house promotions or transfers

In this occupation 99% of employees are female, 1% are male.



education





## Supply and Demand

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicants at times. Worker supply is somewhat larger than the demand for inexperienced applicants, and inexperienced applicants may experience competition in job seeking.



## Size and Trends

Size of Occupation/1,680-2,100 Large  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 25% (Which is faster than average).

Total employees hired the last 12 months: 29 (20%)

Resulting from:

- Replacement due to promotions – 7%
- Replacements due to employees leaving –48%
- New positions – 41%
- Temporary positions – 3%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	53%	47%
Projected Over the Next 2 Years	0%	60%	40%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required: ROP  
Childcare Certification, child development classes,  
and ECE units

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	73%	13%	13%
Other Occupational Experience Accepted	0%	100%	0%
Technical or Vocational Training Required	60%	40%	0%
Training in Lieu of Experience	46%	54%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Personal/Other Qualifications
Oral communications skills	Interpersonal skills, ability to handle crisis situations, ability to work independently



## Local Training Providers

- American Nanny College
- College of the Desert
- Somos Hermanas Unidas Business Institute
- Cooper Mountain

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks. Alternate title: N/A



## Wages and Benefits

Of the firms responding, 100% were non-union.

Experience		Range		Median	
New Hires, No Experience		\$10.00 - \$11.99		\$11.00	
New Hires, Experienced		\$10.00 - \$14.50		\$12.00	
Experienced, After 3 Years with Firm		\$10.00 - \$20.14		\$14.50	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	50%	0%	50%	0%	0%	0%	0%	100%
	Dental	38%	0%	38%	0%	13%	0%	13%	100%
	Vision	25%	0%	13%	0%	6%	33%	31%	67%
	Life	50%	0%	19%	0%	0%	0%	31%	100%
other benefits	Sick Leave	31%	0%	6%	0%	0%	0%	63%	100%
	Vacation	94%	0%	6%	0%	0%	0%	0%	100%
	Retirement	31%	0%	31%	0%	6%	6%	31%	67%
	Child Care	0%	0%	6%	0%	0%	0%	94%	100%
	Additional	0%	0%	6%	0%	0%	0%	0%	0%

Additional full-time benefits include: 401K



## Work Patterns

Hours: Full-time 99%, average of 41 hours per week

Part-time 1%, average of 18 hours per week

Shifts: Day-81%

Swing-25

Graveyard-6%

Other-25% (Cross country, average route shift.)

In this occupation 100% of employees are male.

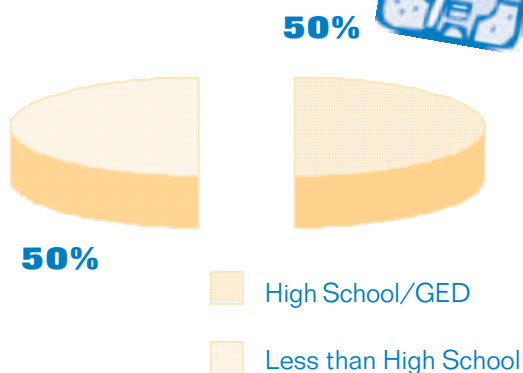


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Newspaper Ads
- Employee Referrals
- Walk-in Applicants

education





## Supply and Demand

Employer demand is considerable greater than supply of fully qualified/experienced and as well as inexperienced applicants. Employers often cannot find applicants when an opening exists. This means that applicants encounter no competition in their job search.



## Size and Trends

Size of Occupation/6,660-9,020 Very Large  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 35.4% (Much faster Than average).

Total employees hired the last 12 months: 209 (35%)  
Resulting from:

- Replacement due to promotions – 0%
- Replacements due to employees leaving –36%
- New positions – 64%
- Temporary Positions –0%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	19%	44%	38%
Projected Over the Next 2 Years	0%	56%	44%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required: Work experience using flat beds

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	81%	6%	13%
Other Occupational Experience Accepted	0%	100%	0%
Technical or Vocational Training Required	25%	69%	6%
Training in Lieu of Experience	20%	80%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
N/A	Ability to sit for long periods of time
Personal/Other Qualifications	
N/A	
Computer Skills	Flexibility
N/A	N/A



## Local Training Providers

- United States Truck Driving School Inc.

- Barstow Unified

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Not including workers whose duties include sales. Alternate title: Pick Up and Delivery Drivers, Route Sales



## Wages and Benefits

Of the firms responding, 80% were non-union, 20% union.

Experience		Range		Median	
		Union	Non Union	Union	Non Union
New Hires, No Experience		N/A	\$7.00 - \$11.99	N/A	\$6.50
New Hires, Experienced		\$6.13 - \$19.09	\$7.00 - \$14.38	\$14.00	\$7.00
Experienced, After 3 Years with Firm		\$6.13 - \$19.09	\$8.25 - \$19.18	\$18.74	\$8.25

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	60%	33%	13%	0%	0%	0%	27%	67%
	Dental	53%	33%	13%	0%	33%	0%	27%	67%
	Vision	40%	33%	13%	0%	33%	0%	40%	67%
	Life	47%	33%	13%	0%	0%	0%	40%	67%
other benefits	Sick Leave	53%	33%	0%	0%	0%	0%	47%	67%
	Vacation	73%	33%	0%	0%	0%	0%	27%	67%
	Retirement	27%	33%	13%	0%	33%	0%	53%	67%
	Child Care	0%	0%	0%	0%	0%	0%	100%	100%
	Additional	0%	0%	7%	0%	0%	0%	0%	0%

Additional full-time benefits include: 401K Retirement Plans



## Work Patterns

Hours: Full-time 90%, average of 43 hours per week  
Part-time 10%, average of 20 hours per week  
Shifts: Day-100%  
Swing-27%  
Graveyard-13%



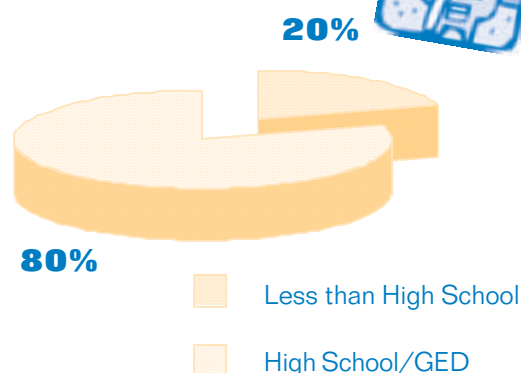
## Recruitment Methods

The following are among the most successful methods of recruitment:

- Newspaper Ads
- Employee Referrals
- Walk-in Applicants

In this occupation 95% of employees are male, 5% are female.

education







## Supply and Demand

Employer demand is somewhat greater than the supply of fully qualified/experienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search. Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.



## Size and Trends

Size of Occupation/ 4,450-7,350 Very Large  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 65.2% (Much faster than average).

Total employees hired the last 12 months: 37 (5%)

Resulting from:

- Replacement due to promotions – 5%
- Replacements due to employees leaving – 57%
- New positions – 38%
- Temporary positions – 0%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	73%	27%
Projected Over the Next 2 Years	0%	23%	47%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required: Work experience using flat beds

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	60%	20%	20%
Other Occupational Experience Accepted	25%	75%	0%
Technical or Vocational Training Required	7%	93%	0%
Training in Lieu of Experience	25%	75%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
N/A	N/A
Personal/Other Qualifications	
N/A	
Computer Skills	Flexibility
N/A	N/A



## Local Training Providers

- California State University San Bernardino
- College of the Desert
- Victor Valley College
- Concord Career Institute
- Loma Linda University

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**





## Description

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. Not including workers who only work with customers. Alternate title: N/A



## Wages and Benefits

Of the firms responding, 100% were non-union.

Experience		Range		Median	
New Hires, No Experience		\$5.75 - \$5.75		\$5.75	
New Hires, Experienced		\$5.75 - \$5.75		\$5.75	
Experienced, After 3 Years with Firm		\$5.75 - \$6.45		\$5.75	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	13%	0%	20%	23%	0%	8%	33%	69%
	Dental	13%	0%	13%	23%	7%	8%	33%	69%
	Vision	13%	0%	7%	15%	7%	8%	40%	77%
	Life	20%	0%	13%	23%	0%	8%	33%	69%
other benefits	Sick Leave	13%	0%	0%	15%	0%	8%	53%	77%
	Vacation	33%	8%	7%	23%	0%	8%	27%	62%
	Retirement	13%	0%	0%	23%	0%	0%	53%	77%
	Child Care	0%	0%	0%	0%	0%	0%	67%	100%
	Additional	0%	0%	0%	0%	0%	0%	20%	15%

Additional full-time benefits include: None



## Work Patterns

Hours: Full-time 34%, average of 36 hours per week  
 Part-time 66%, average of 22 hours per week  
 Shifts: Day-100%  
 Swing-94%  
 Graveyard-13%



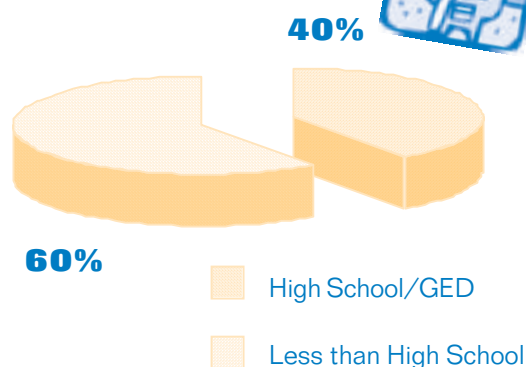
## Recruitment Methods

The following are among the most successful methods of recruitment:

- Newspaper Ads
- Employee Referrals
- Walk-in Applicants

In this occupation 66% of employees are female, 33% are male.

education





## Supply and Demand

Employer demand is somewhat greater than the supply of both fully qualified/ experienced applicants and as well as inexperienced applicants. Employers may have some difficulty finding applicants at times and applicants may find little competition in their job search.



## Size and Trends

Size of Occupation/6,100-7,500 Very Large  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 23% (Average).

Total employees hired the last 12 months: 73 (21%)

Resulting from:

- Replacement due to promotions – 0%
- Replacements due to employees leaving –95%
- New positions – 5%
- Temporary Positions –0%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	67%	20%
Projected Over the Next 2 Years	0%	67%	33%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required: N/A

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	40%	20%	40%
Other Occupational Experience Accepted	18%	82%	0%
Technical or Vocational Training Required	7%	93%	0%
Training in Lieu of Experience	50%	50%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
Cash handling skills, ability to operate cash register, ability to follow oral instructions, basic math skills, ability to read and follow instructions, ability to write legible, oral communication skills	Ability to stand continuously for 2 or more hours, ability to lift at least 30 lbs. repeatedly
Personal/Other Qualifications	
Good grooming skills, willingness to work with close supervision, ability to work independently, ability to work under pressure, customer service skills	



## Local Training Providers

- N/A

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**



## Description

Welders and Cutters use flame cutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders, or blueprint. Alternate title: Fabricator, Iron Worker



## Wages and Benefits

Of the firms responding, 75% were non-union, 25% union.

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	N/A	\$5.75 - \$6.50	N/A	\$6.00
New Hires, Experienced	\$10.00 - \$13.34	\$6.25 - \$16.00	\$11.50	\$9.26
Experienced, After 3 Years with Firm	\$13.00 - \$18.00	\$7.00 - \$19.18	\$13.50	\$15.50

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	31%	50%	31%	0%	0%	31%	50%
	Dental	25%	0%	25%	50%	6%	0%	38%
	Vision	25%	0%	13%	0%	0%	0%	56%
	Life	31%	0%	0%	0%	6%	0%	56%
other benefits	Sick Leave	19%	0%	0%	0%	6%	0%	69%
	Vacation	69%	0%	0%	50%	6%	0%	19%
	Retirement	25%	0%	13%	0%	6%	50%	50%
	Child Care	0%	0%	0%	0%	0%	0%	94%
	Additional	19%	0%	0%	0%	6%	0%	38%

Additional full-time benefits include: ESOP, short-term Disability, Profit Sharing, Holiday Pay



## Work Patterns

Hours: Full-time 98%, average of 41 hours per week  
Part-time 1%, average of 16 hours per week  
Temporary 1%, average of 8 hours per week  
Shifts: Day-100%  
Swing-25%

In this occupation 97% of all employees are male, 3% are female.

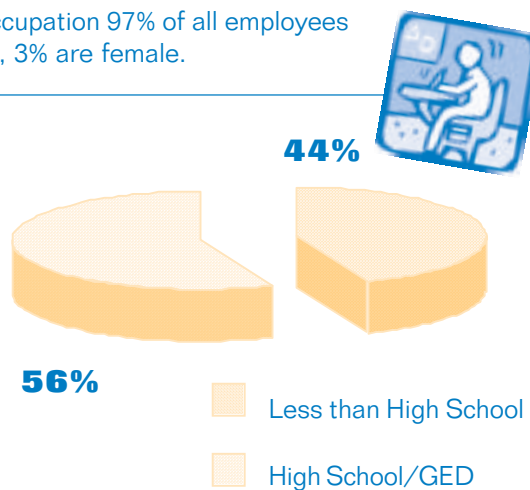


## Recruitment Methods

The following are among the most successful methods of recruitment:

- Walk-ins
- Employee Referrals
- Newspaper Ads

education





## Supply and Demand

Employer demand is somewhat greater than the supply of both fully qualified/experienced applicants and as well as inexperienced applicants. Employers may have some difficulty finding applicants at times and applicants may find little competition in their job search.



## Size and Trends

Size of Occupation/ 1,410-1,860 Large  
It is projected that during the 1995-2002 period this occupation will experience a growth rate of 31.9% (Faster than average).

Total employees hired the last 12 months: 78 (33%)

Resulting from:

- Replacement due to promotions – 5%
- Replacements due to employees leaving –59%
- New positions – 29%
- Temporary positions –6%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	27%	50%
Projected Over the Next 2 Years	0%	63%	38%

For additional projection information visit: <http://www.calmis.cahwnet.gov>



## Training and Experience

Types of training which may be required: Welding Certification, certifications in field, blue print

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	81%	13%	6%
Other Occupational Experience Accepted	14%	86%	0%
Technical or Vocational Training Required	25%	69%	6%
Training in Lieu of Experience	36%	64%	0%



## Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Basic/Technical Skills	Physical Abilities
Ability to operate inspection equipment, ability to read blueprints, ability to read working drawings, Arc welding, gas welding skills, certified structural welder, certified vessel and pipe welder, ability to use precision tools, ability to pass a work performance test	Ability to work from ladders and scaffolds, ability to stand continuously for 2 or more hours
Personal/Other Qualifications	
Basic math skills, ability to read and follow instructions, ability to write legibly, oral communication skills	



## Local Training Providers

- San Bernardino Adult Education
- Local Regional Occupation Program
- San Bernardino Valley College

For additional training information visit: <http://sti.soicc.ca.gov/sti>

**San Bernardino County CCOIS**

# Training Providers

**ACES Inc**

23978 Lake Drive  
Crestline, CA 92325  
(909) 338-0031

**Academy of Computer Technology**

5327 Arrow Highway, Suite A  
Montclair, CA 91763  
(909) 445-1456

**Accelerated Career College**

3340 Riverside Dr.  
Chino, CA 91710  
(909) 464-1974

**Advanced Career College**

14075 Hesperia Road  
Victorville, CA 92392  
(760) 948-4141

**Advanced School of Driving**

2209 W. Arrow RTE #B  
Upland, CA 91786  
(909) 981-178

**American College of Health Professions**

1200 Arizona #A-11  
Redlands, CA 92374  
(909) 307-6022

**American Red Cross**

202 W. Rialto Avenue  
San Bernardino, CA 92408  
(909) 881-1481

**American Red Cross**

209 E. I Street  
Ontario, CA 91764  
(909) 986-6651

**Apple Valley ROP**

11837 Navajo Road  
Apple Valley, CA 92308  
(760) 247-7206

**ARTFA Design School**

19059 Valley Blvd, Suite 105  
Bloomington, CA 92316  
(909) 873-4160

**Asian American Resource Center**

1115 South E Street  
San Bernardino, CA 92408  
(909) 383-0164

**Associated Printing School**

114 E Airport Dr # 103,  
San Bernardino, CA 92408  
(909) 890-1700

**ASA Learning Center**

2050 E. Pacific Street  
San Bernardino, CA 92404  
(909) 388-1255

**Asante Family Agency**

2210 E. Highland Ave  
San Bernardino, CA  
(909) 863-1186

**BCH Computer Training**

772 North Rd  
San Bernardino, CA 92404  
(909) 713-1311

**BMR Training Center**

14156 Amargosa Rd  
Victorville, CA 92392  
(760) 243-1105

**Baldy View ROP**

135 South Spring Street  
Claremont, CA 91711  
(909) 624-0063

**Barstow Academy of Beauty**

423 E. Main Street  
Barstow, CA 92311  
(760) 256-0515

**Barstow Community College**

2700 Barstow Road  
Barstow, CA 92311  
(760) 252-2411

**Barstow ROP**

551 South H Avenue  
Barstow, CA 92311  
(760) 255-6146

**Bear Valley ROP**

351 North Maple Lane  
Big Bear City, CA  
(909) 585-1616

**Ben Hinkle Real Estate Inc.**

21930 US Highway 18  
Apple Valley, CA 92307  
(760) 244-4459

**Bryman College**

520 N. Euclid Avenue  
San Bernardino, CA 91762  
(909) 984-5027

**By Ways Inc.**

1151 W. Holt Blvd. #F  
Ontario, CA 91762  
(909) 395-5434

# Training Providers

**California Computer School**

1655 N. Mountain Avenue, Suite 114  
Upland, CA 91784  
(909) 981-6331

**California State University San Bernardino**

5500 University Parkway  
San Bernardino, CA 92407  
(909) 880-5200

**Career Colleges of America**

184 West Club Center Suite K  
San Bernardino, CA 92407  
(909) 873-0919

**Ceeco Locksmith Inc**

237 W Foothill Blvd # A  
Rialto, CA 92376  
(909) 873-2502

**Chaffey Union High Adult School**

211 W. Fifth Street  
Ontario, CA 9762  
(909) 983-2010

**Chapman University Academic Center**

12421 Hesperia Road, Suite C-6  
Victorville, CA 92392  
(760) 955-7555

**Chapman University**

Bldg 1526-6th St,  
Twenty-nine Palms, CA 92278  
(760) 830-6681

**Chapman University**

2890 Inland Empire Blvd # 110  
Ontario, CA 91764  
(909) 481-1804

**Chino Unified Adult Education**

5130 Riverside Drive  
Chino, CA 91710  
(909) 628-1201

**College of the Desert Copper Mountain**

6162 Rotary Way  
Joshua Tree, CA 92252  
(760) 386-3651

**Colton-Redlands-Yucaipa ROP**

1214 Indian Court  
Redlands, CA 92374  
(909) 793-3115

**Concorde Career Institute**

570 West 4<sup>th</sup> Street, #107  
San Bernardino, CA 92401  
(909) 884-8891

**Crafton Hills College**

11711 Sand Canyon Road  
Yucaipa, CA 92399  
(909) 794-2161

**Crest Computer Institute**

10630 Town Center Drive, Suite 101  
Rancho Cucamonga, CA 91730  
(909) 989-9123

**Deep Creek Construction School**

8280 Deep Creek Road  
Apple Valley, CA 92308  
(760) 240-3045

**Dootson School-Trucking**

735 E Foothill Blvd # F  
Rialto, CA 92376  
(909) 877-5500

**Embry-Riddle Aeronautical University**

Bldg 285 # 8  
Fort Irwin, CA 92310  
(760) 386-7997

**Fontana Unified School Dist.**

9680 Citrus Ave  
Fontana, CA 92335  
(909) 357-5000

**Four-D Success Academy Inc.**

1020 E Washington St # 125  
Colton, CA 92324  
(909) 621-7013

**Friendly Computer Networks Inc.**

8540 Archibald Ave, Suite D  
Rancho Cucamonga, Ca 91730  
(909) 989-5592

**Goodwill Industries of the Inland Empire**

8120 Palm Lane  
San Bernardino, Ca 92402  
(909) 885-3831

**H&R Block Tax School**

751 West Foothill Blvd.  
Upland, CA 92402  
(909) 946-9104

**Hairmasters University**

208 W Highland Ave  
San Bernardino, CA 92405  
(909) 882-2987

**Hesperia ROP**

9144 Third Ave  
Hesperia, CA  
(760) 244-1771

# Training Providers

**Henkels & McCoy Training Svc.**

9161 Sierra Ave # 206  
Fontana, CA 92335  
(909) 429-6587

**Heath Care Innovations, Inc.**

965 S. Mt. Vernon Ave.  
Colton CA 92324  
(909) 824-1565

**ITT Technical Institute**

630 E Brier Dr #150  
San Bernardino, CA 92408  
(909) 889-3800

**Institute of Automotive Technology**

425 South G Street  
San Bernardino, CA 92410  
(909) 386-1848

**Internal Control's  
Private Investigation School**

394 Orange Show Lane  
San Bernardino, CA 92408  
(909) 381-2588

**International Air Academy Inc.**

2980 Inland Empire Blvd.  
Ontario, CA 91764  
(909) 989-5222

**John Robert Powers**

3700 Inland Empire Blvd # 235  
Ontario, CA 91764  
(909) 944-7831

**Loma Linda University**

11175 Campus St # 11121  
Loma Linda, CA 92350  
(909) 824-4403

**Lucerne Valley High School**

33233 Rabbit Springs Rd.  
Lucerne Valley, CA 92356  
(760) 248-2124

**M T I College**

760 Via Lata, Suite 300  
Colton, CA 92324

**Marienello School of Beauty**

721 West Second Street  
San Bernardino, CA 92410  
(909) 884-8747

**Morongo ROP**

PO Box 1209  
Twentynine Palms, CA 92277  
(760) 367-9191

**National University**

804 E Brier Drive  
San Bernardino, CA 92408  
(909) 806-3300

**Needles ROP**

1900 Erin Drive  
Needles, CA 92363  
(760) 326-2111

**New Horizons Computer Learning**

1090 E Washington St # H  
Colton, CA 92324  
(909) 426-4900

**Net 10 Technologies**

9108 Pittsburgh Ave  
Rancho Cucamonga, CA 91730  
(909) 980-0235

**North American Heating & Air Training Center**

2025 West Park Ave., Suite 1  
Redlands, CA 92405  
(909) 307-5770

**P C University**

164 W Hospitality Lane # 6  
San Bernardino, CA 92408  
(909) 890-2509

**Park College**

285 Barstow Road  
Barstow, CA 92311  
(760) 386-8062

**Platt College Ontario**

3700 Inland Empire Blvd # 400  
Ontario, CA 91764  
(909) 941-9410

**Premier Training Center**

17876 US Highway 18  
Apple Valley, CA 92307  
(760) 946-4664

**Professional Bartenders School**

1035 S Mount Vernon Ave # H  
Colton, CA 92324  
(909) 824-8442

**Professional Career Institute**

15065 Palmdale Rd # A  
Victorville, CA 92392  
(760) 951-5245

**Provisional Educational Svc.**

2450 Blake Street  
San Bernardino, CA 92407  
(909) 887-7002



# Training Providers

**RTP School**

790 South Via Lata #800  
Colton, CA 92324  
(909) 783-7696

**Rands Systems Inc**

1814 Commercenter West, Suite H  
San Bernardino, CA 92410  
(800) 231-6835

**Redlands Adult School**

7 West Delaware Ave.  
Redlands, CA 92374  
(909) 307-5315

**Richard's Beauty College**

16803 Arrow Blvd.  
Fontana, CA 92335  
(909) 822-1149

**Richard's Beauty College**

200 N Euclid Ave.  
Ontario, CA 91762  
(909) 984-1293

**Rosston Schools-Men's Hair**

673 W 5th Street  
San Bernardino, CA 92410  
(909) 884-2719

**San Bernardino Adult Education**

1200 North E Street  
San Bernardino, CA 92405  
(909) 388-6000

**San Bernardino County ROP**

601 North F Street  
San Bernardino, CA 92410  
(909) 387-4439

**Security Officer Training**

620 W Mill Street  
San Bernardino, CA 92410  
(909) 888-3143

**Skadron College**

295 E Caroline St # D  
San Bernardino, CA 92408  
(909) 783-8810

**Snowline ROP**

P.O. Box 2960  
Phelan, CA 92329  
(760) 868-3222

**Somos Hermanas Unidas, Business & Education**

254 East E Street  
Colton, CA 92324  
(909) 824-5350

**Somos Hermanas Unidas, Business & Education**

1548 N Orange Street  
Redlands, CA 92370  
(909) 798-4033

**Summit Career College**

1330 E. Cooley Drive  
Colton, CA 92324  
(909) 422-8950

**Sunny College**

545 N Mountain Ave # 203  
Upland, CA 91786  
(909) 920-1090

**Training Technologies**

165 W Hospitality Lane # 14  
San Bernardino, CA 92408  
(909) 890-4551

**Training Technologies College**

415 N Vineyard Ave # 100  
Ontario, CA 91764  
(909) 937-1130

**United States Truck Driving**

924 W Rialto Ave.  
Rialto, CA 92376  
(909) 875-8000

**United States Truck Driving**

12353 Mariposa Rd # 6  
Victorville, CA 92392  
(760) 951-2551

**Universal Nursing Systems**

1441 North D St # 13  
San Bernardino, CA 92405  
(909) 889-1665

**Universal Training Center**

2102 Palm Ave.  
Highland, CA 92346  
(909) 864-1918

**University of Pheonix-Southern California**

337 N. Vineyard Ave. Suite 100  
Ontario, CA 91764  
(800) 888-1968

**University of Redlands**

1200 E. Colton Ave.  
Redlands, CA 92373  
(909) 793-2121

**Victor Valley College**

18422 Bear Valley Road  
Victorville, CA 92392  
(760) 955-3268



# Sample Questionnaire



Please return completed questionnaire to:

## ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Occupation: \_\_\_\_\_

Does your firm employ any individual performing the duties in the occupation described above?

☐ Yes ☐ No

If yes, please complete this survey for the occupation described.

If no, please return this questionnaire to the above address.

If your firm has multiple locations, please confine your answers to locations in **your county**.

1. What job title(s) does your firm use for these duties?

Job Title(s): \_\_\_\_\_

2. a. How many employees does your firm currently have in this occupation?

Number of Employees: \_\_\_\_\_

b. In this occupation, how many are:

Number of Males: \_\_\_\_\_

Number of Females: \_\_\_\_\_

c. In this occupation, how many current employees are there; and on average, how many weekly hours do they work?

Regular, Full Time:

Number of Employees: \_\_\_\_\_

Average Weekly Hours Worked: \_\_\_\_\_

Regular, Part Time:

Number of Employees: \_\_\_\_\_

Average Weekly Hours Worked: \_\_\_\_\_

Temporary/On Call:

Number of Employees: \_\_\_\_\_

Average Weekly Hours Worked: \_\_\_\_\_

Seasonal:

Number of Employees: \_\_\_\_\_

Average Weekly Hours Worked: \_\_\_\_\_

3. In your firm, what shifts are available for this occupation? (check all that apply)

☐ Day ☐ Swing ☐ Graveyard

☐ Other: Please specify \_\_\_\_\_

4. Has your firm hired in this occupation within the last 12 months?

☐ Yes ☐ No

If yes, how many were hired to fill: vacancies resulting from promotions within your firm?

vacancies resulting from people in permanent positions leaving your firm?

new permanent positions resulting from growth?

temporary, on call, or seasonal positions?

5. a. During the last 12 months, did your firm's employment in this occupation: (Check one)

☐ Decline ☐ Remain Stable ☐ Grow

b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)

☐ Decline ☐ Remain Stable ☐ Grow

6. When you hire applicants for this occupation, is prior experience in this occupation required?

If yes or preferred, how much experience in this occupation is required/preferred?

Is experience in other occupations accepted?

☐ Yes ☐ No ☐ Not required, but preferred

\_\_\_\_\_ (months)

☐ Yes ☐ No Please specify below:

Occupation: \_\_\_\_\_ (months)

7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)

Not Difficult 1 2 3 4 Difficult

8. If prior experience is not required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)

Not Difficult 1 2 3 4 Difficult

San Bernardino County CCOIS

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____ (months)						
10. Is technical or vocational training required prior to employment in this occupation? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)						
11. What is the minimum level of education your firm <b>requires</b> when hiring an applicant <b>in this occupation</b> ? (Check one).								
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study								
12. What is the usual income earned by your firm's employees in <b>this occupation</b> at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.						
<ul style="list-style-type: none"> <li>• New hires, no experience (trained or untrained):</li> <li>• New hires who are experienced:</li> <li>• Experienced employees after 3 years with your firm:</li> </ul> <p style="text-align: center;">(Please check one)</p>	<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Type of Compensation</u> <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify _____					
13. Are the wages for employees <b>in this occupation</b> subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?			<input type="checkbox"/> Yes <input type="checkbox"/> No _____					
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees <b>in this occupation</b> and which best describes who pays for them:								
	<u>Employer Pays All</u>		<u>Share Cost</u>	<u>Employee Pays All</u>	<u>Not Provided</u>			
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 a. Does your firm ever promote employees <b>in this occupation</b> to higher level positions?					<input type="checkbox"/> Yes <input type="checkbox"/> No _____			
If yes, what are the titles of the positions to which they may be promoted?					_____			
b. What skills are important for career advancement?					_____			
16. What computer software skills, if any, does your firm seek in applicants <b>for this occupation</b> ? (Please check all that apply)								
Specify software names: <input type="checkbox"/> None								
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____								
17. What other new skills are needed to perform the duties of this occupation? _____								
18. When your firm hires employees <b>for this occupation</b> , which are the top <b>three</b> most successful recruitment methods?								
<input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> EDD <input type="checkbox"/> School/program referrals <input type="checkbox"/> Private employment agencies			<input type="checkbox"/> Newspaper ads <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Trade journals			<input type="checkbox"/> Internet <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> Employee referrals <input type="checkbox"/> Other (Please specify): _____		
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:					<input type="checkbox"/> Yes <input type="checkbox"/> No _____			
Would you like to receive a complimentary copy of the survey results for this occupation?							<input type="checkbox"/> Yes <input type="checkbox"/> No	